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## Additional Information

A Book For All Seasons  
Rochester's Genesee Riverway and Trail Guide  
Litter, It's In Your Hands  
Curbside Recycling



Image Not  
Available

## City of Rochester

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FAX (585) 428-6059  
TDD/Voice 232-3260

William A. Johnson  
Mayor

City Hall, Room 307-A  
30 Church Street  
Rochester, New York 14614-1284  
(585) 428-7045

August 2005

Dear Citizen:

We are pleased to present the *DES Customer Service Guide*. This guidebook is a comprehensive directory that details all of the functions provided to the public by the Department of Environmental Services (DES).

The guide is a unique source of information that can help link the City and its residents. We encourage you to become familiar with its contents so that you may take full advantage of the services that are available.

The *DES Customer Service Guide* is also available on the World Wide Web. You can find it by going to the City of Rochester Home page at <http://www.cityofrochester.gov>. Under Quicklinks to City Services, click on the "Environmental Services" icon, and then click on "Customer Service Guide". You may also make a DES service request by clicking on "Contact Us", where you will find the link to the On-Line Service Request Form.

Over the years, area residents have worked with the City to ensure that our neighborhoods are clean and safe. It is our hope that the customer service guide will further strengthen this partnership and will assist in our continuing efforts to make Rochester a great community for all of its citizens.

Sincerely,

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William A. Johnson, Jr.  
Mayor

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Edward J. Doherty  
Commissioner of Environmental Services

Image Not  
Available

## City of Rochester



FAX (585) 428-6010  
TDD/Voice 232-3260

**Department of  
Environmental Services**

**Office of the Commissioner**  
City Hall, Room 300-B  
30 Church Street  
Rochester, New York 14614-1290  
(585) 428-6855

August 2005

Dear Colleague:

Enclosed is your update to the D.E.S. Customer Service Guide. The revised sections may be inserted in your existing Customer Service Guide binder. The section tabs should be retained and each newly printed section inserted behind them. Please consider recycling the old pages.

The guidebook is a comprehensive directory that details all of the services provided to the public by the Department of Environmental Services (DES). The guide contains descriptions of services and instructions on how services are obtained, explanations of any associated fees, and telephone numbers where additional information may be acquired.

The DES Office of Customer Satisfaction remains the focal point for citizens to contact our department regarding requests for service, complaint resolution, water and refuse billing and other inquiries. The office distributes public information materials, and conducts educational and community outreach programs. The office is open 24 hours daily, seven days a week and can be reached by calling **428-5990**. To reach the City via Internet, please utilize [www.cityofrochester.gov](http://www.cityofrochester.gov). The guide may be found in its entirety by clicking on the "Environmental Services" icon (listed under Quicklinks to City Services) and then clicking on "Services". Additionally, from the City's home page, current street construction, Water Bureau projects, and solid waste schedules may be found on the right hand side under "Road Construction". Customer requests for service or comments may be forwarded to the Office of Customer Satisfaction by clicking on "Contact Us" from the DES home page.

I hope that you have found the guide to be a useful resource. Please feel free to contact Deidre Stevely of my staff should you need additional copies of the guide, or if you have comments or questions regarding the guidebook. Ms. Stevely may be reached via e-mail: [stevelyd@cityofrochester.gov](mailto:stevelyd@cityofrochester.gov), at 428-6825, or at the address noted above.

Sincerely,

Edward J. Doherty, Commissioner

Enc.



## The Department Of Environmental Services

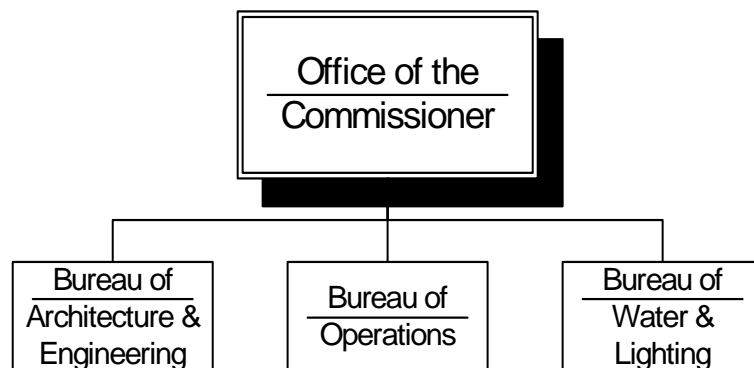
The Department of Environmental Services (DES) helps to provide safe, clean, and attractive surroundings for residents while assessing, building and maintaining a sound infrastructure.

Among the many essential services furnished are solid waste collection and disposal; snow and ice removal from sidewalks and streets; bridge, street, and sidewalk construction and maintenance; leaf collection and special cleanups; street lighting; and treatment and distribution of water. In addition, the department assists other City agencies by maintaining and repairing motor equipment and municipal buildings, and providing telephone service, security, and technical support for projects that involve engineering, architectural, or environmental aspects.

DES, the largest non-uniformed City department, is composed of the Office of the Commissioner, the Bureaus of Architecture & Engineering, Operations, and Water & Lighting.

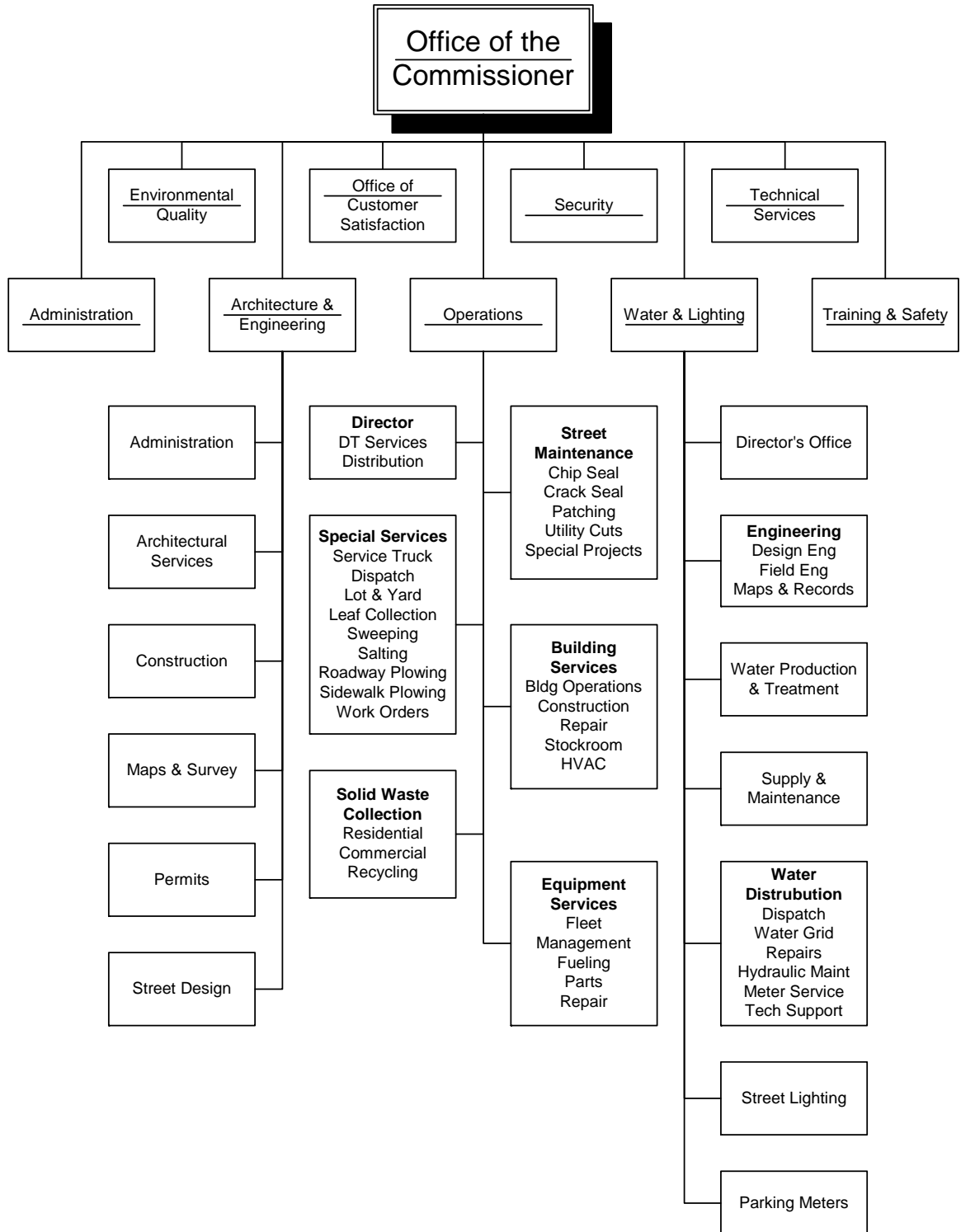
## Department of Environmental Services

Organizational Chart



# City of Rochester

## Department of Environmental Services

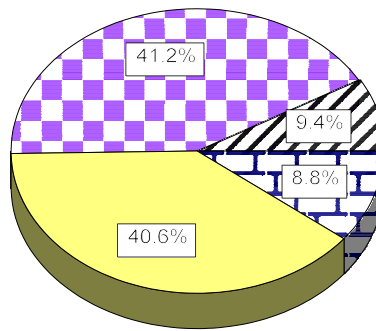


Specific bureau responsibilities are summarized in the table below:

<b>DEPARTMENT OF ENVIRONMENTAL SERVICES</b>	
<p align="center"><b>Mission Statement</b></p> <p><i>Environmental Services provides safe, clean, and attractive surroundings for the community through efficient planning, development, and provision of water service, buildings, infrastructure, and maintenance and service programs that contribute to the highest possible quality of life within the City of Rochester.</i></p>	
<b>Unit</b>	<b>Activities</b>
<b><i>Office of The Commissioner</i></b>	General Management Budget, Finance, & Personnel Administration Office of Customer Satisfaction City Environmental Compliance & Site Remediation Departmental Training Citywide Security Service Technology Services
<b><i>Bureau of Architecture &amp; Engineering</i></b>	Bridge Maintenance & Repair Street Design & Construction Building Design, Construction, and Renovation Issuance of Permits for Work in Public Rights-of-Way Maintenance of Official City Map Hazardous Sidewalk Replacement
<b><i>Bureau of Operations</i></b>	Collection of Solid Waste & Recyclable Materials Snow & Ice Control Street Maintenance, Repair, & Sweeping Leaf Collection Maintenance of Downtown Enhancement District Cleanup Services (Vacant Lot, Graffiti Removal, etc.) Building Maintenance & Repair Utility Management & Energy Conservation Vehicle Purchases and Fueling Preventive Maintenance Mechanical and Body Repair
<b><i>Bureau of Water &amp; Lighting</i></b>	Domestic Water Supply Street Lighting Fire Protection Services Watershed Management Parking Meter Maintenance

The D.E.S. operating budget for the 2005-06 fiscal year totals 71 million dollars, and includes 642 full-time positions.

### 2005 - 2006 DES Budget



DISTRIBUTION OF D.E.S. PERSONNEL	
Unit	No. of Full-Time Employees
Administration (Commissioner's Office)	9
Environmental Quality (Commissioner's Office)	5
Security (Commissioner's Office)	25
Training & Safety (Commissioner's Office)	4
Technical Services (Commissioner's Office)	4
Office of Customer Satisfaction (Commissioner's Office)	12
Water & Lighting	143
Operations	373
Architecture & Engineering	67
Total	642



## THE CUSTOMER SERVICE GUIDE

The ***DES Customer Service Guide*** is a comprehensive directory of services the department provides to the public. The guide is composed of five main sections. The first section, "***Services***," consists of one page service summaries. These abstracts include a description of each service, instructions on how the service may be obtained, an explanation of any associated fees, and a phone number where additional information may be acquired. The services are arranged alphabetically, and references to related appendices and related services are noted and appear in bold text. The "***Appendices***" outline standards and rules associated with the services, and provides additional information. A listing of current service charges comprises the third section, "***Fee Schedules***." Several phone listings for frequently called numbers appear in the "***Telephone Listings***" section. Phone numbers for D.E.S. services, key D.E.S. contact people, other City of Rochester Services, related services furnished by other municipalities, and environmental information are included. The last section, "***Additional Information***," contains a copy of the D.E.S. service brochure, ***A Book For All Seasons***, as well as additional brochures relating to the department and the services it provides.

The guide, which was first published in 1994, is updated annually.

## **ADOPT-A-BLOCK PROGRAM**

The City of Rochester initiated the Adopt-A-Block program to improve the cleanliness of highly visible areas of the city. Under the program, neighborhood and community organizations contract with the City to supplement the City's regular cleaning services. Each organization provides workers to perform special hand sweeping and litter removal services. Sidewalks, tree lawn areas, and curb lanes are cleaned and litter baskets are emptied.

### **How To Obtain The Service**

The program is run on a seasonal basis, from May through October. The City of Rochester solicits proposals from organizations who are interested in participating in the Adopt-A-Block program. For additional information on the program please call the Office of Customer Satisfaction at 428-5990.

### **Fees**

There are no fees associated with this service.

### **Inquiries Or Concerns**

Individuals with concerns about the Adopt-A-Block program may call the Office of Customer Satisfaction 24-hour line at 428-5990.

## **ADOPT-A-LOT PROGRAM**

The City of Rochester has over 400 vacant lots that are cleaned and maintained by neighborhood organizations through the Adopt-A-Lot program. The City initiated the Adopt-A-Lot program to improve the quality of lot maintenance while reducing the associated maintenance costs. Under the program, neighborhood groups contract with the City to maintain (i.e., cut grass, remove debris, etc.) specific lots in the group's area.

### **How To Obtain The Service**

The program is run on a seasonal basis, from May through October. The City of Rochester solicits proposals from organizations interested in participating in the Adopt-A-Lot program. For additional information on the program please call the Office of Customer Satisfaction at 428-5990.

### **Fees**

There are no fees associated with this service. Funds for this program are derived from the City's federal Community Development Block Grant.

### **Inquiries Or Concerns**

Individuals with concerns about the Adopt-A-Lot program may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on a related service please see ***Vacant Lot Cleaning***.

## **BRIDGE MAINTENANCE & REPAIR**

There are nearly 280 bridges that lie within the city's limits. The City of Rochester has primary ownership and maintenance responsibility for 30 of these bridges, and partial maintenance responsibility for an additional eighteen bridges that carry city streets over state highways. The remainder of the bridges are either privately owned, or owned by New York State or the County of Monroe. While the City owns a relatively small number of bridges, City-owned bridges include some of the largest in the area; 11 of the bridges span the Genesee River. Please see **Appendix A: Bridges Maintained by the City of Rochester** and **Appendix D: Streets - Who Does What** for additional information.

The City also maintains nine bridges that lie outside the city limits and along the right-of-way of its water supply system. These bridges cross Honeoye Creek and are located approximately 20-25 miles south of the City in the towns of Lima and West Bloomfield.

### **How The Service Is Obtained**

The City of Rochester has a preventative maintenance program for the thirty-one bridges that it owns. Efforts are made to notify residents in advance of work that may interfere with their use of the bridge. To report a problem that relates to a City-maintained bridge, please either call the City Engineer at 428-6828, Monday through Friday between 9:00 a.m. and 5:00 p.m., or the Office of Customer Satisfaction 24-hour response line at 428-5990. For inquiries relating to bridges maintained by other jurisdictions, the New York State Department of Transportation may be contacted at 272-3380. If the problem is an emergency, please call 911.

### **Fees**

There are no fees associated with this service.

### **Inquiries Or Concerns**

Individuals with concerns about bridge maintenance or repair may call the City Engineer at 428-6828, Monday through Friday, between 9:00 a.m. and 5:00 p.m., or the Office of Customer Satisfaction 24-hour line at 428-5990.

## **BROWNFIELD ASSISTANCE PROGRAM**

*Are you considering selling, buying or redeveloping real estate that needs an environmental assessment or environmental engineering?*

### **Program Overview**

The City of Rochester has developed a program for businesses and developers that want to investigate and redevelop industrial and commercial properties. Brownfield properties have real or potential environmental problems that can inhibit redevelopment. The objective of this program is to provide a way for businesses and developers to obtain environmental information needed to make redevelopment decisions without taking on the burden of paying for all of the investigation costs. **Under this program, the City's Department of Environmental Services and its consultants will perform environmental investigation services for approved businesses and developers. The fee for these services will be at a discount, or in some cases, waived.**

### **How The Service Is Obtained**

All commercial and industrial properties are eligible. Applicants will need to propose a viable industrial or commercial project which meets the City's economic development goals. Applications and program descriptions will be available from the City of Rochester Economic Development Department located in City Hall, Room 005-A or by calling 428-6967. Priority may be given to projects located in areas of the City where significant public investment has taken place and in areas which the City has targeted revitalization studies and loan activities.

Brownfield Assistance Program guidelines and application materials are available from the Environmental Quality Unit, City Hall, Room 300-B, or the Economic Development Department, City Hall, Room 005-A.

### **Fees**

There are **no application fees** for this program. Successful applicants will be required to sign a service agreement with the City and pay a service charge equaling one third of the City's cost to perform the requested investigation services. The fee may be waived if the applicant chooses not to purchase and/or redevelop the site.

### **Inquiries Or Concerns**

Questions regarding the Brownfield Assistance Program may be directed to the Department of Economic Development at 428-6967 or the Manager of the Division of Environmental Quality at 428-5978.

## **CODE ENFORCEMENT (IN THE PUBLIC RIGHT-OF-WAY)**

The Department of Environmental Services is responsible for the enforcement of two sections of the Municipal Code of the City of Rochester.

Chapter 62-7 - Solicitor and Vending Provisions on Main Street describes rules and regulations for vendors within the Downtown Enhancement District. District personnel are responsible for the issuance of appearance tickets for violations of the solicitor and vending provisions.

Chapter 104 - Streets and Encroachments describes rules and regulations for work activities within the public right-of-way. The Permit Office personnel may issue appearance tickets for violations of the streets and encroachments code.

Please see **Appendix M: Municipal Code & Enforcement Activities** for additional information on municipal code enforcement activities.

### **How The Service Is Obtained**

Code enforcement inquiries relating to solicitor and vending provisions on Main Street may be directed to the Office of Customer Satisfaction at 428-5990. Inquiries relating to streets and encroachments may be directed to the Permit Office at 428-6848.

### **Fees**

There are no fees associated with this service.

### **Inquiries Or Concerns**

Individuals with concerns about municipal code enforcement may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on related services please see ***Downtown Enhancement District and Permits (For Work in the Public Right-of-Way).***

## **CUSTOMER SATISFACTION (OFFICE OF)**

The Department of Environmental Services has a unit that is designed to assist the Department's operating units in ensuring customer satisfaction. The office is open 24 hours, seven days a week. The Office of Customer Satisfaction receives and responds to inquiries and requests for service; provides complaint resolution; renders water and commercial refuse bills to customers; and conducts surveys to measure the efficiency and effectiveness of the provision of services. The office also distributes public information materials and conducts educational and community outreach programs.

### **How The Service Is Obtained**

Inquiries relating to departmental services may be directed to the Office of Customer Satisfaction at 428-5990, or TTY 428-7600, or via the Internet at [www.cityofrochester.gov](http://www.cityofrochester.gov).

### **Fees**

There are no fees associated with this service.

### **Inquiries Or Concerns**

Individuals with concerns about public services may call the Office of Customer Satisfaction 24-hour line at 428-5990.

## **DEAD ANIMAL REMOVAL**

The City of Rochester provides dead animal disposal service to its residents for animals that have died naturally or been accidentally killed. After a request for removal has been made, the dead animal remains must be placed between the sidewalk and the curb, preferably in a plastic or paper bag. Animals or parts of animals from slaughterhouses are not included in this service.

Residents may contact the Animal Control Center for inquiries relating to live animals.

### **How The Service Is Obtained**

Dead animal removal is provided on a 24-hour basis. To obtain the service a resident may call the Office of Customer Satisfaction at 428-5990. The City will remove the animal remains within 12 hours after a request has been received.

For information regarding live animals, the Animal Control Center may be reached at 428-7274.

### **Fees**

There are no fees associated with this service.

### **Inquiries Or Concerns**

Individuals with concerns about dead animal removal may call the Office of Customer Satisfaction 24-hour line at 428-5990.



## **DOWNTOWN ENHANCEMENT DISTRICT**

The Downtown Enhancement District is a special benefit district consisting of two service zones surrounding Main Street. Within these zones an enhanced level of service is provided by the City to address the unique needs of the city's central core. These services are provided beyond the base services that were previously provided. Among the maintenance and special services provided are landscaping, litter removal, repair of benches and other amenities, graffiti removal, seasonal banners, and holiday decorations. A special charge for these services is included on the tax bill of benefited properties.

For additional information on zone boundaries and services provided, please see **Appendix B: Downtown Enhancement District Services**. For information on related code enforcement activities please see **Appendix M: Municipal Code & Enforcement Activities**.

### **How The Service Is Obtained**

The services are automatically provided to properties located within the Downtown Enhancement District.

### **Fees**

Property owners within the district receive a special assessment that is based on a formula designed to measure benefits derived from the improvements and services in the district. The formula uses a property's assessed value and land area, equally weighted. The charge for Zone Two properties, and for all parking facilities, is half that charged to Zone One properties. No properties are exempt, and the special charge is included on the City property tax bill.

### **Inquiries Or Concerns**

Individuals with concerns about the Downtown Enhancement District may call the District Superintendent at 428-7412, Monday through Friday, between 7:00 a.m. and 3:00 p.m.

For information on a related service please see ***Code Enforcement (In the Public Right-of-Way)***.

## **GRAFFITI REMOVAL**

The City of Rochester through its Defacer Eraser program removes graffiti from structures in the public right-of-way (e.g. traffic control boxes, mail boxes, litter receptacles, bus shelters, traffic signs, etc.), and from structures on private property after property owners have been given an opportunity to clean the graffiti themselves.

### **How To Obtain The Service**

Graffiti removal is provided year round, weather permitting. Individuals who wish to request graffiti removal may call the Office of Customer Satisfaction at 428-5990, or contact the office via the Internet at [www.cityofrochester.gov/desservicerequest.htm](http://www.cityofrochester.gov/desservicerequest.htm).

### **Fees**

There are no fees associated with these services.

### **Inquiries Or Concerns**

Individuals with concerns about graffiti removal may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on related services please see ***Recycling & Solid Waste Educational Services***.

## **LEAF COLLECTION**

The City of Rochester encourages backyard composting of leaves. For leaves that are not composted, the City offers three methods of disposal. Residential and commercial refuse customers may place **bagged leaves** at the curb for pick up on regular refuse collection days. In the fall, the City also offers **loose leaf collection**. Residents may rake leaves in loose piles between the sidewalk and the curb, or alongside the roadway for a one-time pick up sometime between October 15 and November 30. The third disposal option is to drop off your loose leaves to the City's "Materials Give Back" site on Ferrano Street, near Colfax Street. This site is open November and December, Monday through Saturday, 7:00 a.m. - 3:00 p.m. **NO BAGS ARE PERMITTED**. The City composts leaves that are gathered through the loose leaf collection method, and returns the compost to the public through the Materials Give Back Program.

The loose leaf collection schedule is identified in the annual service brochure, ***A Book for All Seasons***, that is mailed to residents in the fall. A copy of the brochure may be found in the Additional Information section of this guide book. A copy of the leaf collection schedule also appears in ***Appendix N: 2005 Fall Leaf Pick-up Schedule***.

### **How The Service Is Obtained**

Bagged leaf collection is automatically provided to the City's residential and commercial refuse customers. Loose leaf collection is offered to city customers in the fall. A detailed schedule of loose leaf collection is mailed to all residents and commercial refuse customers before the collection process begins.

### **Fees**

There are no separate fees associated with loose leaf, bagged leaf, or dropped off leaf collections.

### **Inquiries Or Concerns**

Individuals with concerns about leaf collection may call the Office of Customer Satisfaction's 24-hour line at 428-5990. The Office of Customer Satisfaction, reachable 24 hours at 428-5990 or at [www.cityofrochester.gov](http://www.cityofrochester.gov), will assist you with inquiries or concerns. For information on backyard leaf composting, call the Monroe County Cooperative Extension at 473-5335.

For information on related services please see ***Materials Give Back Program, Recycling & Solid Waste Educational Services, Refuse Collection (Commercial), and Refuse Collection (Residential)***.

## **MAPS & SURVEYS**

The City of Rochester maintains an official City map that defines the corporate boundaries, as well as, all public rights-of-way. Records and information relating to the official map and other survey data are available to the public.

### **How The Service Is Obtained**

The City of Rochester's Maps and Surveys Office, located in City Hall - Room 225-B, is open Monday through Friday, between 9:00 a.m. and 5:00 p.m. Copies of tax, survey, and filed subdivision maps may be obtained on a walk-in basis. Other information is furnished for review and/or pickup through written requests. Record Access Forms may be obtained from and submitted to the Maps and Surveys Office, Bureau of Architecture & Engineering, 30 Church Street - Room 225-B, Rochester, NY 14614.

### **Fees**

Duplication fees are charged for routine maps. A listing of current charges may be found in **Fee Schedule #1: Copying Charges for City Maps**.

### **Inquiries Or Concerns**

Individuals with concerns about City map or survey information may contact the Maps and Surveys Office, Monday through Friday, between 9:00 a.m. and 5:00 p.m. The office may be reached by phone at 428-6873.

For information on a related service please see ***Water Maps & Records***.

## **MATERIALS GIVE BACK PROGRAM**

The Materials Give Back program returns recycled materials and products to the public free of charge. Leaves are collected at curbside, treated, and turned into compost. Wood is collected and cut, to be used as firewood, or chipped, to be returned as wood chips. Holiday trees are chipped and converted into mulch. Excess chipstone from the City's Chip Seal program, scrap lumber, and buildable fill are recovered and returned. Individuals use these materials for flower gardens, household beautification projects, or other home improvement projects.

### **How The Service Is Obtained**

Materials are available seven days a week, from 8:00 a.m. through 7:00 p.m., at the Solid Waste Collection facility on Ferrano Street, near Colfax Street. Individuals should bring their own shovels and containers when collecting materials. Individuals are encouraged to call the Office of Customer Satisfaction at 428-5990 to check the availability of materials. If a large amount of material is requested, prior arrangements must be made through the Office of Customer Satisfaction.

### **Fees**

The service is provided to the public at no charge.

### **Inquiries Or Concerns**

Individuals with concerns about the Materials Give Back program may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on related services please see ***Recycling of Holiday Trees, Recycling (Commercial), and Recycling (Residential)***.

## **PARK RANGER PATROL PROGRAM**

The City of Rochester provides weekend and evening security patrols (on a seasonal basis from May through October) at Turning Point Park, Maplewood Park, Genesee Valley Park, Cobbs Hill Park, and along the Genesee River Trail. The patrolling rangers advise individuals about park rules and enforce regulations when necessary. The rangers are also available to provide information about historical, cultural, and environmental features of the various park sites.

### **How The Service Is Obtained**

The weekend and evening park patrols are provided on a seasonal basis from May through October.

### **Fees**

There are no fees associated with this service.

### **Inquiries Or Concerns**

Individuals with concerns about the Park Ranger Patrol program may call the Superintendent of Security at 428-8640, Monday through Friday, between 7:00 a.m. and 3:00 p.m.

## **PARKING METER MAINTENANCE**

The City of Rochester regulates parking along certain streets via parking meters, Monday thru Friday, from 8:00 a.m. to 6:00 p.m., excluding holidays. The City's 1,600+ parking meters are installed, maintained and serviced by Department of Environmental Services personnel. Parking meters are also bagged to prohibit parking at all times in construction zones, and during special events such as, parades, festivals, fireworks, etc. Parking meter maintenance mechanics perform their work as a division of the Bureau of Water & Lighting and Parking Meter Operations at the 10 Felix Street location. The Bureau of Municipal Parking, as part of the Economic Development Department, maintains the receipt of collected parking meter revenues, and is responsible for the purchase of parking meters.

### **How The Service Is Obtained**

To report a missing or malfunctioning meter or for the bagging of meters, customers may fax a service request to 428-4835, or leave a message with a service request to the Parking Meter Maintenance Shop at 428-7106.

### **Fees**

There are no fees associated with these services.

### **Inquiries Or Concerns**

Individuals with concerns about parking meter maintenance issues may call the Office of Customer Satisfaction 24 hour line at 428-5990. Individuals requesting removal of existing meters or installation of parking meters in areas that have not previously been metered may call the Traffic Control Board at 428-6942 for information on the process.

## PERMITS (FOR WORK IN THE PUBLIC RIGHT-OF-WAY)

Each dedicated street in the City of Rochester has a public right-of-way. The right-of-way includes the pavement, curbing, sidewalks, the area between the sidewalk and the curb, and, in most residential areas, a strip of land two feet wide extending from the sidewalk toward the residential property. Permits are required for all work performed in the public right-of-way. Permits ensure that:

- ◆ Individuals working in the right-of-way have knowledge of appropriate rules and regulations. This reduces the possibility of damage to utility lines.
- ◆ Individuals doing work in the right-of-way are properly insured against personal injury and property damage.
- ◆ Work is done according to City of Rochester specifications, codes, and requirements, thereby providing for proper restoration of public property.
- ◆ Schedules between agencies and individuals are coordinated so that they do not attempt to perform work at the same location simultaneously.
- ◆ A record of who performed specific work is maintained, in case problems are discovered after work has been completed.
- ◆ Vehicular and pedestrian traffic is adequately maintained.

Work projects that require permits include street openings, encroachments, driveway construction, new water services and renewals, water abandonments, and use of hydrants and barricades. See **Appendix C: Permits for Work in the Public Right-of-Way** for a partial listing of work projects that require permits. See **Appendix M: Municipal Code & Enforcement Activities** for related code information.

### How The Service Is Obtained

The City of Rochester's Permit Office, in City Hall, Room 121-B, is open Monday through Friday, from 9:00 a.m. to 4:45 p.m. Individuals who apply for permits will be required to provide a description of the proposed work, a certificate of liability insurance, and a work schedule. In addition, scaled drawings or plans of the proposed work, an irrevocable letter of credit, and proof of workers' compensation and disability insurance may be required. A publication containing additional information, ***Standards for Work in the Public Right-of-Way***, is available upon request from the Permit Office, and details the street construction permit process and rules and regulations for permit holders.

### Fees

Please refer to **Fee Schedule #2: Permit Fees for Work in the Public Right-of-Way**.

### Inquiries Or Concerns

Individuals with concerns about permit requirements or the application process may contact the Permit Office at 428-6848, Monday through Friday, between 8:30 a.m. and 5:00 p.m. See ***Code Enforcement (In the Public Right-of-Way)*** for information on a related service.



## POTHOLE REPAIR

Pothole repair is an ongoing aspect of the City of Rochester's street maintenance program. Repairs include the patching of potholes, depressions, bumps, and pavement edge defects to city streets. In most instances, other municipal agencies are responsible for pothole repair on state highways. However, in a few cases the City has this responsibility. Please see **Appendix D: Streets - Who Does What** for additional information.

### How The Service Is Obtained

Pothole locations may be reported to the Office of Customer Satisfaction at 428-5990, or via the Internet at [www.cityofrochester.gov/desservicerequest.htm](http://www.cityofrochester.gov/desservicerequest.htm). Pothole repairs are generally completed within 24 to 48 hours on City maintained streets. Pothole complaints that are received by noon will be repaired by the end of the next business day.

### Fees

There are no fees associated with this service.

### Inquiries Or Concerns

Individuals with concerns about pothole repair or who wish to report the location of a pothole may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on related services please see **Street Construction** and **Street Repair (Surface Treatments)**.

## **RECYCLING (COMMERCIAL)**

Recycling is mandatory for all households, businesses, and institutions. Recycling service is provided according to schedule established with each customer. Recyclables should be available for collection by 6:30 a.m. on regular refuse collection days. The City collects the following recyclable materials: clean paper such as junk mail, newspapers, magazines, cereal/shoe boxes, gift boxes, and books; glass and metal containers; plastic containers with the plastic container code 1 or 2 stamped on the bottom; corrugated cardboard; "gable-top" cartons and drink boxes; empty aerosol cans; and telephone books. Please refer to **Appendix E: Collection of Recyclable Materials** for additional information on acceptable materials, preparation and collection of recyclables.

### **Special Conditions**

Landlords who rent to tenants may apply for waivers that allow landlords to delegate some responsibility for recycling law compliance to tenants. Inquiries about waivers of primary responsibility may be made to the Office of Customer Satisfaction at 428-5990.

### **Holidays**

Refuse collection dates will be altered in weeks with major holidays (New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day). Typically during these weeks, collection on and after the holiday is delayed one day. Information regarding service during holiday weeks may be obtained from the DES service brochure, **A Book For All Seasons**, or by calling the Office of Customer Satisfaction at 428-5990.

### **How The Service Is Obtained**

The service is automatically provided to the City's commercial refuse customers.

### **Fees**

Rental fees are assessed for use of City-issued recycling containers. A fee of \$10.00 per cubic yard\* may be billed if the recyclables that are put out for collection are not properly prepared and are contaminated. Please see **Fee Schedule #4: Commercial Refuse Collection Rates** for additional information.

### **Inquiries Or Concerns**

Businesses, Institutions, Apartment complex managers, etc. may contact the Commercial Refuse Sales Office at 428-6928 or via e-mail at: [saleswmd@cityofrochester.gov](mailto:saleswmd@cityofrochester.gov) with inquiries or concerns.

For information on related services please see **Materials Give Back Program, Recycling of Holiday Trees**, and **Refuse Collection (Commercial)**.

\* as stated in code 20-24

## **RECYCLING (RESIDENTIAL)**

Recyclable materials generated at residential premises are collected once each week on the designated refuse collection day. The City of Rochester provides each residential refuse customer with a recycling container, at no charge. To be serviced, the recycling container should be placed at the curb by 6:30 a.m. on collection day. Recyclables that do not fit in the recycling container may be put in brown paper bags and placed next to the recycling container. Households are required to recycle newspapers and magazines; glass and metal containers; plastic containers with the plastic container code 1 or 2 stamped on the bottom; corrugated cardboard; "gable-top" cartons and drink boxes; empty aerosol cans; and telephone books and may also recycle clean paper such as junk mail, cereal/shoe boxes, gift boxes and books. Please refer to **Appendix E: Collection of Recyclable Materials** for additional information on acceptable materials preparation and collection of recyclables, and **Appendix O: Residential Refuse Collection Schedule** for the collection schedule.

### **Special Conditions**

Recycling is mandatory. However, an exemption from the recycling requirement may be granted to individuals who are unable to carry recyclable materials to the curb. Wheeled recycling containers are available for use by physically challenged individuals. Property owners who rent to tenants may apply for a waiver of primary responsibility from compliance with recycling laws. Inquiries about exemptions, wheeled containers, and waivers of primary responsibility may be made to the Office of Customer Satisfaction at 428-5990.

### **Holidays**

Refuse collection dates will be altered in weeks with major holidays (New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day). Typically during these weeks, service on and after the holiday is delayed one day. Information regarding service during holiday weeks may be obtained from the D.E.S. service brochure, ***A Book For All Seasons***, or by calling the Office of Customer Satisfaction at 428-5990.

### **How The Service Is Obtained**

The service is automatically provided to residential premises.

### **Fees**

Residential recycling is financed through the residential refuse collection charge that is included on the City property tax bill.

### **Inquiries Or Concerns**

Individuals with concerns about recyclable collection may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on related services please see ***Materials Give Back Program, Recycling of Holiday Trees***, and ***Refuse Collection (Residential)***.

## **RECYCLING OF HOLIDAY TREES**

City residential customers who wish to recycle their natural holiday trees may bring them to one of several holiday tree drop off locations around the city. The trees are chipped, and the resulting mulch is returned to the public through the Materials Give Back program located on Ferrano Street near Colfax Street.

### **How The Service Is Obtained**

During the month of January, residents may drop their tree for recycling at the following locations:

- Genesee Valley Park - tennis courts
- Cobbs Hill Park - parking lot
- Carter Street Recreation Center - parking lot
- Ontario Beach Park - parking lot
- Materials Give Back - Ferrano Street near Colfax Street

### **Fees**

There are no fees associated with this service.

### **Inquiries or Concerns**

Individuals with concerns about holiday tree recycling may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on related services please see ***Materials Give Back Program, Recycling (Commercial), Recycling (Residential), and Recycling & Solid Waste Educational Services.***

## RECYCLING & SOLID WASTE EDUCATIONAL SERVICES

The City of Rochester supports several educational services that promote and encourage participation in its recycling and solid waste programs.

The **Greta Garbage** program is an educational effort designed to increase the awareness of youth to the problems of litter and graffiti, and to encourage recycling and waste education. A professional actress portrays *Greta Garbage*, a character that carries the program's message to school children and young adults through performances, workshops and classroom visits. The character performs at city public and parochial schools, recreation centers, libraries, neighborhood festivals and other city sponsored special events.

The City encourages backyard **composting** (the natural breakdown of organic matter such as leaves, grass and vegetable scraps into dark, rich soil material) and **grasscycling** (the process of recycling clippings by leaving them on the lawn after mowing). These activities significantly reduce the amount of waste that goes to the landfill, with the additional benefits of enriching soil and lawns. The Monroe County Cornell Cooperative Extension provides free how-to presentations for both composting and grasscycling.

The City's recycling program has grown from a voluntary, pilot program in 1988, to a mandated, multi-material operation. To ensure that participation remains high, the City offers **recycling demonstrations** to community and neighborhood associations.

### How The Service Is Obtained

Information on the **Greta Garbage** program and City-sponsored recycling demonstrations may be obtained from the Office of Customer Satisfaction 24-hour line at 428-5990. For information on backyard composting or grasscycling, call the Monroe County Cooperative Extension at 473-5335.

### Fees

There are no fees associated with these services.

### Inquiries Or Concerns

Individuals with concerns about the **Greta Garbage** program or recycling demonstrations may call the Office of Customer Satisfaction 24 hour line at 428-5990. For information on backyard composting or grasscycling, call the Monroe County Cooperative Extension at 473-5335.

For information on related services please see ***Graffiti Removal, Leaf Collection, Materials Give Back Program, Recycling (Commercial) and Recycling (Residential)***.

## REFUSE COLLECTION (COMMERCIAL)

The City of Rochester offers its commercial refuse customers a complete and comprehensive collection service. Commercial refuse customers generating one cubic yard or less of refuse per collection are required to use wheeled refuse containers. Commercial refuse customers generating more than one cubic yard per collection are required to store refuse in watertight, flytight, and vermin-resistant containers. Commercial refuse containers may be rented from the City or purchased from a vendor; however, all containers must be compatible with the City's refuse collection system. Commercial refuse users sign agreements with the City for specific services and number of collections.

### Holidays

Refuse collection dates will be altered in weeks with major holidays (New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day). Typically, during these weeks, collection on and after the holiday is delayed one day. Please refer to the brochure, ***A Book For All Seasons***, or call the Office of Customer Satisfaction at 428-5990.

### How The Service Is Obtained

Unlike the City's residential refuse collection service, the commercial refuse collection service is not automatically provided. Commercial users may elect to be serviced by the City or any licensed commercial refuse collector. Please call the Commercial Refuse Accounts Representative at 428-6928 to initiate City commercial refuse collection service.

### Fees

Commercial refuse collection is financed by a user fee that is determined by the volume of refuse collected, and the number of collections made per week. In addition, fees are assessed for use of City-issued recycling containers. Commercial refuse accounts are billed on a quarterly basis. New customers receive estimated volumes. If the estimated volume is inaccurate, the fee is adjusted within the first three months of service. For information on associated fees, please refer to **Fee Schedule #4: Commercial Refuse Collection Rates**.

### Inquiries

Individuals with concerns about commercial refuse collection may call the Office of Customer Satisfaction 24-hour line at 428-5990 or contact the Cinnercuak Refuse Sales office at 428-6928. You may also send an e-mail to: [saleswmd@cityofrochester.gov](mailto:saleswmd@cityofrochester.gov).

For information on related services please see ***Recycling (Commercial)***, ***Refuse Collection (Residential)***, and ***Spring Cleanup Week***.

## **REFUSE COLLECTION (RESIDENTIAL)**

Household refuse originating in and around residential premises is collected once each week on a designated collection day. The City of Rochester provides each residential unit with a wheeled refuse container. To be serviced, the container should be wheeled to the curb by 6:30 a.m. on collection day. In the event the City-issued container becomes filled, additional refuse may be put in garbage cans or plastic bags, and placed at the curb next to the wheeled container. Bulk items (e.g., household furniture, bedding and mattresses, large appliances, etc.) and bundled tree and hedge trimmings may also be placed at the curb for collection.

Several rules apply to the preparation and collection of refuse. Please refer to **Appendix F: Residential Refuse Rules**, **Appendix G: Illegal Dumping**, **Appendix H: Household Hazardous Waste**, and **Appendix O: Residential Refuse Collection Schedule** for additional information.

### **Special Conditions**

An exemption from the curbside requirement may be granted to individuals who are physically unable to roll a wheeled cart. Inquiries about exemptions may be made to the Office of Customer Satisfaction at 428-5990.

### **Holidays**

Refuse collection dates will be altered in weeks with major holidays (New Year's Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day). Typically, during these weeks, collection on and after the holiday is delayed one day. Information regarding service during holiday weeks may be obtained from the D.E.S. service brochure, ***A Book For All Seasons***, or by calling the Office of Customer Satisfaction at 428-5990.

### **How The Service Is Obtained**

The service is automatically provided to residential premises.

### **Fees**

Residential refuse collection is financed by a user fee that is included on the City property tax bill. If a new service is initiated after the property tax bill has been levied, a supplemental bill for refuse collection will be issued. For information on the fee structure, please refer to **Fee Schedule #3: Residential Refuse Collection Rates**.

### **Inquiries Or Concerns**

Individuals with concerns about residential refuse collection may call the Office of Customer Satisfaction 24-hour line at 428-5990. Daily refuse collection schedules may be viewed on the Internet at [www.cityofrochester.gov](http://www.cityofrochester.gov). Go to "Road Construction" on the right-hand side, then click on **Ongoing Street/Sidewalk Maintenance**. The information is listed under **Street Beat**.

For information on related services please see ***Recycling (Residential)***, ***Refuse Collection (Commercial)***, and ***Spring Cleanup Week***.

## **SIDEWALK LITTER CONTAINERS & ROLL-OFF DUMPSTERS**

The City of Rochester provides public sidewalk litter containers at locations where litter has been a problem. Typically, these areas are associated with high pedestrian traffic (e.g., major bus stops, street corners, public buildings, commercial areas, etc.). The litter containers are emptied at least once a week, depending on need. Litter containers may not be used for disposal of residential or commercial refuse. Additionally, the container must be located within a No Parking area, to assure scheduled collections.

The City also allows community and neighborhood associations to use City-issued roll-off containers (commonly known as dumpsters) for special cleanup activities. The roll-off containers must be supervised by the agency requesting use of the container to ensure that it is not used for unauthorized purposes.

Roll-off service is available for residential and commercial properties for a fee.

### **How The Service Is Obtained**

A request for sidewalk litter containers may be made by calling the Office of Customer Satisfaction at 428-5990, or your N.E.T. office, or by contacting us via the Internet at [www.cityofrochester.gov/desservicerequest.htm](http://www.cityofrochester.gov/desservicerequest.htm).

Requests for community or neighborhood association roll-off containers must be made in writing on agency stationery. Requests should list the planned use, date(s) that the container is needed, where the container will be placed, and a contact person. Requests may be sent to the Office of Customer Satisfaction, 945 Mount Read Boulevard, Rochester, NY 14606-2811.

Residential or commercial properties requesting a roll-off container may contact the Commercial Refuse Sakes office at 428-6928. You may also send an e-mail to [saleswmd@cityofrochester.gov](mailto:saleswmd@cityofrochester.gov).

### **Fees**

There are no additional fees associated with Sidewalk Litter Containers or roll-offs for community or neighborhood associations.

Residential or commercial roll-offs are provided for a fee. Please refer to **Fee Schedule #4: Commercial Refuse Collection Rates**.

### **Inquiries Or Concerns**

Individuals with concerns about sidewalk litter baskets or roll-off dumpsters may call the Office of Customer Satisfaction 24-hour line at 428-5990.



## **SIDEWALK REPAIR**

The City of Rochester assists property owners with the repair of sidewalks. The Hazardous Sidewalk Repair Program replaces sidewalks that are in hazardous condition. Sidewalks are generally regarded as hazardous if they pose an obvious tripping hazard (a difference in elevation of at least one and one-half inch at a joint or crack), or if the sidewalk is severely deteriorated. The Charter of the City of Rochester, New York (Chapter 7-11) specifically states that; "it is the duty of the owner of any lot or parcel of land to keep the sidewalks adjoining his lot or parcel of land in good repair and free from obstructions or defects". In the interest of pedestrian safety, however, the City repairs the most serious of obvious tripping hazards within the City sidewalks. This sidewalk repair service is financed by a separate charge on your property tax bill. The City will review all sidewalk condition evaluation requests and make interim repairs as needed. Each year, sidewalks in one quadrant of the city are inspected. Walks that meet the hazardous criteria are marked and scheduled for repair. The schedule for hazardous sidewalk repair is as follows: Southeast - 2005, Southwest - 2006, Northwest - 2007, and Northeast - 2008. Citizens may contact the Office of Customer Satisfaction by telephone or through the Internet to report sidewalks that may be in hazardous condition. As complaints are received and verified, the City makes interim repairs to alleviate immediate hazards, and schedules the sidewalk for replacement no later than the next construction season.

In addition, property owners may enter agreements to have the City replace nonhazardous sidewalks, carriage walks, service walks, concrete driveway aprons or other concrete walks within the public rights-of-way, or immediately next to proposed City work. In these instances, the property owner reimburses the City for the cost of the repair.

The City also installs or reconstructs existing sidewalk ramps in conjunction with its street improvement program and as additional funding becomes available for this purpose.

### **How The Service Is Obtained**

The Hazardous Sidewalk Repair Program routinely provides repairs. To inquire about any sidewalk improvement please contact the Office of Customer Satisfaction via the Internet at [www.cityofrochester.gov/desservicerequest.htm](http://www.cityofrochester.gov/desservicerequest.htm) or at 428-5990.

### **Fees**

Hazardous sidewalk replacement is financed by an embellishment fee that is based on the front footage of a property. The charge is included on the City property tax bill. Please see **Fee Schedule #6: Embellishment Fees** for additional information. Also, property owners may enter agreements where the City reimburses them for the replacement of hazardous sidewalk done as part of other sidewalk or driveway repair work, or other site improvements being done by the property owner. For nonhazardous sidewalk replacement, property owners are billed for the cost of the repair.

### **Inquiries Or Concerns**

Individuals with concerns about sidewalk repair may contact the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on a related service, please see ***Sidewalk Snow Plowing.***

## **SIDEWALK SNOW PLOWING**

In the City, property owners or first floor tenants have primary responsibility for keeping sidewalks clear of snow and ice. After approximately four inches of new snow accumulation, the City of Rochester provides residential sidewalk snow plowing. The plowing is limited to sidewalks that accommodate the width of a plow blade, approximately 60". Sidewalks are plowed by private contractors who are selected through the competitive bidding process. It takes about five hours to complete an average plow run, which is approximately 9 miles long. An informative publication, **Winter Sidewalks...A Partnership, Citizen Responsibilities and City of Rochester Services**, has been previously mailed to all residents. Additional copies may be obtained by calling the Office of Customer Satisfaction at 428-5990.

### **How The Service Is Obtained**

The service is automatically provided when merited by a sufficient amount (exceeding 4") of freshly fallen snow.

### **Fees**

Sidewalk snow plowing is financed by an embellishment fee that is based on the front footage of a property. The charge is included on the City property tax bill. Please see **Fee Schedule #6: Embellishment Fees** for additional information.

### **Inquiries Or Concerns**

Individuals with concerns about sidewalk snow plowing may call the Office of Customer Satisfaction 24-hour line at 428-5990. A 24-hour number, **428-SNOW (7669)**, will provide you with a regularly updated recorded message regarding useful snow condition information and related city services.

For information on a related service please see **Street Snow & Ice Control** and **Sidewalk Repair**.

## **SNOW INFORMATION LINE**

The Department of Environmental Services provides recorded information relating to winter weather services and the effects of winter weather on other city services. Information includes the status of roadway and sidewalk snow plowing operations, parking and travel restrictions and interruptions in city services (such as refuse collection, recreation programs, libraries, etc.). During the winter months (November 1 through April 15), the recorded message will be updated regularly, as conditions warrant. Callers will also be given an opportunity to talk with a service representative in the Office of Customer Satisfaction.

### **How To Obtain The Service**

The Snow Information Line is a 24 hour service available by calling **428-SNOW (7669)**.

### **Fees**

There are no fees associated with the service.

### **Inquiries Or Concerns**

Individuals may call the Office of Customer Satisfaction 24 hour line at **428-5990**.

## **SPRING CLEANUP WEEK**

Each spring, the City of Rochester designates a spring cleanup week. During this week, City refuse crews haul away all bulk refuse (except hazardous and chemical waste) placed between the sidewalk and curb on the regular refuse collection day. The materials placed out for collection do not need to be prepared or packaged as required by the normal refuse rules. Spring cleanup is typically scheduled in late April, and is identified on the annual D.E.S. service brochure, ***A Book for All Seasons***, that is mailed to residents.

### **Special Conditions**

Materials placed out for disposal must not create a health or safety hazard. Doors must be removed from refrigerators and other appliances with latches. For information on hazardous waste disposal, please see **Appendix H: Household Hazardous Waste**.

### **How The Service Is Obtained**

The service is automatically provided to all residents.

### **Fees**

The service is provided at no charge to the public.

### **Inquiries Or Concerns**

Individuals with concerns about spring cleanup may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on related services please see ***Refuse Collection (Commercial)*** and ***Refuse Collection (Residential)***.

## STREET CONSTRUCTION

The City of Rochester has established a street maintenance program that utilizes several construction strategies:

- # Milling and resurfacing consists of the removal of one to two inches of asphalt by a cold milling process, and the placement of one or more inches of new asphalt.
- # Street rehabilitation includes base repairs, pavement resurfacing, and the placement of new curbing to produce the appearance of a new street. In some cases, the old road base is dug out to a depth of between 15" and 23". In addition, the water main system, street lighting system, sidewalks, and driveway aprons are also upgraded.

Affected public utilities are consulted prior to any construction phase so that underground work may be coordinated. Please see **Appendix D: Streets - Who Does What** for additional information.

### How The Service Is Obtained

Milling and resurfacing, or rehabilitation work is performed on streets that are deemed to be in poor condition. Residents are notified in advance of work that may interfere with their use of the street. Before major street rehabilitation work begins, public meetings are held in affected areas to discuss proposed projects.

### Fees

There are no fees associated with these services.

### Inquiries Or Concerns

Individuals with concerns during the planning phase of a street project may call the Managing Engineer-Street Design at 428-6860, Monday through Friday, 9:00 a.m. through 5:00 p.m. Weekly street construction schedule updates may be viewed on the Internet at [www.cityofrochester.gov](http://www.cityofrochester.gov). Go to "Road Construction" on the right-hand side, then click on **Ongoing Street/Sidewalk Maintenance**. The information is listed under **Street Beat**.

Individuals with concerns during the construction phase of a street project may call the Managing Engineer - Street Construction at 428-6837, Monday through Friday, 9:00 a.m. through 5:00 p.m., or the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on related services please see **Pothole Repair** and **Street Repair (Surface Treatments)**.

## **STREET LIGHTING**

The City of Rochester provides lighting for City-owned streets. Approximately one-half of the street lights are owned by the City, with the Rochester Gas and Electric Corporation (RG&E) owning the remainder. The City and RG&E work together to replace damaged or obsolete poles, and to arrange for upgrading of lighting when necessary. In most cases, other municipal agencies are responsible for street lighting on state highways that pass through the city. However, in a few instances the City has this responsibility. Please see **Appendix D: Streets - Who Does What** for additional information.

Residents who have concerns about inadequate lighting levels may request an evaluation of the lighting by calling the Street Lighting Division. The Coordinator will review the existing lighting situation to evaluate if enhanced lighting may be effected, and notify the resident of the determination.

Upon request, the City may relocate existing light poles. However, residents are required to pay the costs of relocation. Generally, this request accompanies a site plan review or a Right-of-Way permit.

### **How The Service Is Obtained**

Street lighting is automatically provided. To report street lighting problems, please either contact the Street Lighting Division at 428-6841, Monday through Friday, between 9:00 a.m. and 5:00 p.m., or the Office of Customer Satisfaction at 428-5990 or via the Internet at [www.cityofrochester.gov/desservicerequest.htm](http://www.cityofrochester.gov/desservicerequest.htm). Typically, lighting problems will be corrected within three (3) working days. If the problem has not been resolved within five (5) working days, please let us know. Reports of problems involving lighting facilities owned by RG&E are forwarded to the utility company if reported to the City. In cases of electrical emergencies, call RG&E at 546-1100.

For issues relating to lighting levels or pole relocations, written inquiries may be made to the Street Lighting Division at 428-6841 or writing to the Street Lighting Coordinator, Department of Environmental Services, 400 Dewey Avenue, Rochester, NY 14613.

### **Fees**

No fees are associated with general street lighting; however, a resident who requests a light pole relocation will be charged for the cost of relocation. In areas where lighting levels have been upgraded, special fees may be charged. Additionally, the City requires reimbursement for damages made to lighting facilities.

### **Inquiries Or Concerns**

Individuals with concerns about street lighting may call the Street Lighting Division at 428-6841, Monday through Friday, between 8:00 a.m. and 5:00 p.m., or the Office of Customer Satisfaction 24-hour line at 428-5990.

## **STREET REPAIR (SURFACE TREATMENTS)**

The City of Rochester has developed a preventative maintenance program for streets that includes the use of surface treatments. Surface treatments seal the street surface against intrusion by air and moisture. The City utilizes several treatments:

- # In crack filling, a fiber reinforced sealant is used to seal cracks.
- # Chip sealing involves the spray application of asphalt followed immediately by a rolled layer of chipped stone.
- # In asphalt overlay, one or more inches of new asphalt is placed without prior milling.

### **How The Service Is Obtained**

The crack filling and chip sealing treatments are performed on an established maintenance cycle. Asphalt overlay is performed on streets that are between the reconstruction and rehabilitation cycles. Efforts are made to notify residents in advance of work that may interfere with their use of the street.

### **Fees**

There are no fees associated with these services.

### **Inquiries Or Concerns**

Individuals with concerns about surface treatments may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on related services please see ***Pothole Repair*** and ***Street Construction***.

## **STREET SNOW & ICE CONTROL**

The City of Rochester's snow and ice control efforts promote safe vehicular travel during the winter months. Snow removal efforts include snow plowing and, when necessary in congested areas, snow removal by loading snow into trucks to be hauled away. City crews plow major and minor arterial streets. Most residential streets are plowed by private contractors who are selected through the competitive bidding process. Residential plows are generally mobilized when three inches of new snow falls. It takes about five hours to complete an average residential plow run, which is approximately 8 miles long. To control ice, salting is performed on main arterial streets and on some secondary roadways that have special features (e.g., streets with schools, bus routes, bridges, hills, etc.). Generally, salt is not applied to residential streets.

In most cases, other municipal agencies are responsible for snow and ice control on state highways. However, in a few instances, the City has this responsibility. Please see **Appendix D: Streets - Who Does What** for additional information.

### **Special Conditions**

Residents must obey all parking signs and winter parking restrictions. To provide effective snow removal, the City may order that special parking restrictions be put in place. These restrictions will be announced through the media. Please refer to **Appendix I: Winter Parking Rules** for additional information.

### **How The Service Is Obtained**

These services are automatically provided when weather conditions warrant.

### **Fees**

Roadway snow plowing is financed by an embellishment fee that is based on a property's front footage. The charge is included on the City property tax bill. Please see **Fee Schedule #6: Embellishment Fees** for additional information.

### **Inquiries Or Concerns**

Individuals with concerns about roadway snow and ice control may call the Office of Customer Satisfaction 24-hour line at 428-5990. A 24-hour number, **428-SNOW (7669)**, will provide you with a regularly updated recorded message regarding useful snow condition information and related City services.

For information on a related service please see ***Sidewalk Snow Plowing.***



## STREET SWEEPING

All arterial and residential streets in the City of Rochester are flushed and swept. Early season sweeping begins in the spring, as sweepers clean the debris that accumulated during the winter months. Beginning in May and continuing until October, streets are swept on a designated schedule. Arterial streets are swept twice a week; residential streets are swept every two weeks on a rotation cycle to accommodate alternate side parking. Sweeping in the central business district is performed every weekday.

In most cases, other municipal agencies are responsible for street sweeping on state highways. However, in a few instances the City has this responsibility. Please see **Appendix D: Streets - Who Does What** for additional information.

### How The Service Is Obtained

The service is automatically provided on a seasonal basis. Individuals may call the Office of Customer Satisfaction at 428-5990 to receive a schedule of street sweeping activities.

### Fees

Street sweeping is financed by an embellishment fee that is based on the front footage of a property. The charge is included on the City property tax bill. Please see **Fee Schedule #6: Embellishment Fees** for additional information.

### Inquiries Or Concerns

Individuals with concerns about street sweeping may call the Office of Customer Satisfaction 24-hour line at 428-5990. During street sweeping season, sweeping schedules may be viewed on the Internet at [www.cityofrochester.gov](http://www.cityofrochester.gov). Go to "Road Construction" on the right-hand side, then click on **Ongoing Street/Sidewalk Maintenance**. The information is listed under **Street Beat**.

## **TRAFFIC CONTROL DEVICES (REGULATION OF)**

The Traffic Control Board regulates matters relating to traffic within the City of Rochester. The board establishes various traffic regulations. Among these are stop signs, traffic signals, turn restrictions, parking signs, one-way signs, adult crossing guard locations, weight limit restrictions, speed limits, and detour signs.

Please see **Appendix M: Municipal Code & Enforcement Activities** for related code information.

### **How The Service Is Obtained**

Residents may petition the Traffic Control Board to establish new, or modify existing placement of traffic control devices. The board considers proposals in cases where an obvious hazard or operational problem exists, or when 60% of the affected residents sign a petition requesting a specific change. Residents may explain proposals at semimonthly, public board meetings. Petitions should be addressed to the City Engineer, Department of Environmental Services, 30 Church Street - Room 300-B, Rochester, NY, 14614-1278.

The County of Monroe, Department of Transportation maintains traffic signals and traffic signs on all city streets. For problems relating to traffic signals, call 760-7760. To report problems with traffic signs, call 760-7750.

### **Fees**

There are no fees associated with this service.

### **Inquiries Or Concerns**

Individuals with concerns about the Traffic Control Board, or regulations relating to traffic control devices may call the City Transportation Specialist at 428-6942, Monday through Friday, between 9:00 a.m. and 5:00 p.m.

## **UNDERPASS CLEANING**

Underpasses in the City of Rochester are cleaned and maintained on a seasonal basis. Between May and September, tall grass is cut, debris and weed growth are removed, sidewalks are flushed, and the curb lane is swept clean of glass and debris. Tree lawn areas within 500 feet of an underpass are also cleaned.

### **How The Service Is Obtained**

The service is automatically provided on a seasonal basis. Individuals may call the Office of Customer Satisfaction at 428-5990 to inquire about a specific underpass.

### **Fees**

There are no fees associated with this service.

### **Inquiries Or Concerns**

Individuals with concerns about underpass cleaning may call the Office of Customer Satisfaction 24-hour line at 428-5990.

## **VACANT LOT CLEANING**

Over 2900 City-owned vacant lots are maintained by City crews. Between May and September, vacant lots are cleaned; tall grass is cut and debris is removed. Adjacent sidewalks and curb lanes are swept clean.

The City of Rochester also inspects property to enforce the Property Conservation Code, zoning ordinances, and other applicable laws governing vacant land. Residents may contact their local Neighborhood Empowerment Team (NET) Office for complaints relating to privately-owned vacant lots. Additional information relating to NET may be found in **Appendix M: Municipal Code & Enforcement Activities.**

### **How The Service Is Obtained**

Cleaning of City-owned vacant lots is provided on a seasonal basis, from May through September. Individuals may call the Office of Customer Satisfaction to receive approximate cleaning dates for specific lots.

### **Fees**

There are no fees associated with these services.

### **Inquiries Or Concerns**

Individuals with concerns about vacant lot cleaning may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on a related service please see ***Adopt-A-Lot Program.***

## **WATER BACKFLOW PREVENTION DESIGN & INSTALLATIONS**

Containment backflow prevention devices, which are mandated by New York State, are used to prevent possible contamination of the water supply. The City of Rochester requires that these devices be used on new water services that are 1 ½" or larger in diameter. New services that are smaller than 1 ½" and existing water services are reviewed in order to determine if cross-connection hazards exist between the water system and any potential source of contamination. If a hazard is identified, the property owner is required to install an approved backflow prevention device.

Prior to device installation, all containment backflow prevention designs must be reviewed and approved by the City and Monroe County Health Department. The City of Rochester provides technical assistance to individuals involved with the design and installation of backflow prevention devices.

In accordance with the New York State Sanitary Code, all containment backflow prevention devices must be tested at least once a year by a tester who is a licensed city plumber and certified by the New York State Department of Health. If an owner fails to submit a test report in a timely fashion, the City will notify the owner that a report is past due. If after this notification the owner still fails to submit a report, the City may test the containment backflow prevention device for a fee.

### **How The Service Is Obtained**

To obtain official guidelines or technical assistance for containment backflow prevention design and installations, please call the City's Backflow Prevention Inspector at 428-6376.

### **Fees**

There are no fees associated with the review of backflow prevention designs. Technical assistance is provided free of charge. The City assesses a fee for testing backflow prevention devices. Please refer to **Fee Schedule #5: Water Charges** for a listing of current fees.

### **Inquiries Or Concerns**

Individuals with concerns about backflow prevention devices may call the City Backflow Prevention Inspector at 428-6376, Monday through Friday, between 7:00 a.m. and 3:30 p.m.

## **WATER BASIC SERVICES & BILLING**

The City of Rochester provides potable water to its residents. Each property that has an active, metered service can consume water from the distribution system.

### **How The Service Is Obtained**

Water is automatically provided to properties with active, metered services. The City turns water on for new structures or for properties that formerly canceled water service, and turns water off when owners of unoccupied properties request that water service be discontinued. To allow for short-term repairs or improvements to a water service, a property owner may request that the supply of water to a property be shut off for a period not exceeding 24 hours.

The City also provides 24-hour response for emergency situations relating to City-owned water facilities, such as broken water mains, open fire hydrants, and the need for immediate water service shutoffs. The emergency response allows for fast control of urgent conditions. Actual repair of facilities may require a longer time to complete.

To initiate, resume, or discontinue water service, or to inquire about water billing, please call the Office of Customer Satisfaction at 428-5990. This number may also be called for service problems relating to the color or smell of the water, water leaks, lack of water, or any emergency situation.

Additional information relating to water bills, meters, meter readings (including special readings), and the remote-read meter program may be found in **Appendix J: Water Billing** and **Appendix K: Water Meters**.

### **Fees**

Residential water bills consist of two charges. The meter base charge is determined by the size of the meter and is prorated by the number of days in the billing period. The consumption charge is based on metered or estimated consumption, as determined by periodic, scheduled meter readings. In cases where a valid meter reading is obtained after the issuance of an estimated bill, the original amount of the estimated bill is adjusted to reflect actual consumption. The charges for water consumption are per thousand gallons used.

No fees are charged to disconnect a meter from a vacant home.

A complete listing of base and consumption, service resumption, and service disconnection charges may be found in **Fee Schedule #5: Water Charges**.

### **Inquiries Or Concerns**

For concerns relating to water service, billing, or meter reading, the color or smell of the water, water leaks, the lack of water, or for any water emergency, please call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on related services, please see ***Water Pressure & Volume Tests, Water Quality Testing***, and ***Water Services (Thawing of Frozen Services)***.

## **WATER HYDRANT USE**

The unauthorized use of a city water hydrant may jeopardize fire fighting capability, create dirty water problems, or result in water main breaks. Residents are encouraged to call the City of Rochester to report situations that may involve the unauthorized use of a hydrant. If chronic misuse of a hydrant occurs, a locking device may be installed on the hydrant to prevent its unauthorized operation. Open hydrant locations may be reported at any time by calling 911.

Under certain circumstances, the City of Rochester may allow individuals to use hydrants as temporary water sources. However, individuals must first obtain a permit before opening a hydrant. Permits may be granted for construction needs, or for uses that benefit the public. Hydrant permits are not issued to fill swimming pools, or for any use that may be deemed to be a potential hazard or nuisance.

### **How The Service Is Obtained**

Hydrant permits may be obtained from the Water Engineering Maps & Records Office, located at 803 West Avenue, Building 2. The office is open Monday through Friday, between 7:00 a.m. and 5:00 p.m. An individual who secures a hydrant permit is required to use a City-issued extension nozzle, meter, wrench and reduced pressure zone backflow prevention device to draw water from a hydrant. The equipment is to be returned to the City upon the expiration of the permit. Hydrant permits are not issued for longer than one month, but a permit may be renewed monthly.

### **Fees**

A monthly fee is charged for each hydrant permit, and a refundable deposit is required for each nozzle, wrench, and backflow prevention device taken. In addition, the applicant must pay a metered water consumption charge. For a listing of hydrant permit charges, please refer to **Fee Schedule #5: Water Charges**.

### **Inquiries Or Concerns**

Individuals with concerns about hydrant use may call the Office of Customer Satisfaction 24-hour line at 428-5990. Inquiries relating to hydrant permits may be directed to the Water Engineering Maps & Records Office at 428-7562, Monday through Friday, between 7:00 a.m. and 5:00 p.m.

## **WATER MAIN FLUSHING PROGRAM**

The City of Rochester's Water Main Flushing program is conducted annually to remove sediment from water mains throughout the city. The work involves little or no interruption of service, although a slight discoloration of the water, and drop in water pressure may occur in areas where flushing is underway. Crews performing water main flushing work from 10:30 PM to 6:30 AM Sundays through Thursday.

### **How The Service Is Obtained**

The service is automatically provided on a seasonal basis, between April and November. Residents and businesses in affected areas are notified in advance of flushing activities.

### **Fees**

There is no fee associated with this service.

### **Inquiries Or Concerns**

Individuals with concerns about the Water Main Flushing program may call the Office of Customer Satisfaction 24-hour line at 428-5990. Daily water main work schedules may be viewed on the internet at [www.cityofrochester.gov](http://www.cityofrochester.gov). Go to "Road Construction" on the right-hand side, then click on **Ongoing Street/Sidewalk Maintenance**. The information is listed under **Street Beat**.



## **WATER MAPS & RECORDS**

The City of Rochester makes available records and information relating to the materials, sizes and locations of City water mains, water services, reduced pressure zone backflow preventer specifications, new service permit specifications & fees and hydrant use permits & fees. Pressure and flow information may be obtained by calling 428-7568 or 428-7589, Monday - Friday, between 8:00 a.m. - 4:00 p.m.

### **How The Service Is Obtained**

Information may be obtained from the Water Engineering Maps & Records Office, located at 803 West Avenue, Building 2. The office may be reached by telephone at 428-7562, and is open Monday through Friday, between 7:00 a.m. and 5:00 p.m. Inquiries may also be faxed to 428-7563.

### **Fees**

There are no fees associated with these services. Our objective is to provide the customer with all the information that is needed on a timely basis and cost effective manner to make the best decisions possible.

### **Inquiries or Concerns**

Individuals with inquiries relating to water records may call the Water Engineering Maps & Records Office at 428-7562, Monday through Friday, between 7:00 a.m. and 5:00 p.m.

For information on a related service please see ***Maps & Surveys***.

## **WATER PRESSURE & VOLUME TESTS**

Inadequate water pressure and volume may be caused by several factors. The most common reasons include the buildup of minerals and deposits inside a water service, a leak in a service, faulty inside plumbing, or a plugged meter or service. Residents with inadequate water supply or pressure may request that the City of Rochester perform a water pressure and volume test to determine the cause of the problem.

### **How The Service Is Obtained**

Residents may schedule appointments for a water pressure and volume test by calling the Office of Customer Satisfaction at 428-5990.

### **Fees**

There is no fee associated with this service. However, if the problem is found to involve inside plumbing or the service pipe that connects with the street main, the owner is responsible for correcting the problem.

### **Inquiries Or Concerns**

Individuals with concerns about inadequate water supply or pressure may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on a related service please see ***Water Basic Services & Billing***.

## **WATER QUALITY TESTING**

In August 1993, the City of Rochester opened the Hemlock Lake Water Filtration Plant. The plant has resulted in an improved water product, with clearer reservoirs, fewer algae problems, and a lower chlorine content. To ensure compliance with state and federal drinking water standards, water quality testing is performed routinely on water samples collected throughout the City's water system. A resident with a water quality problem relating to taste and odor, cloudiness, or health concerns may request that the City of Rochester perform additional testing to determine the cause of the problem.

Please see ***Appendix L: Rules Pertaining to Watershed Visitation*** for related information pertaining to the water supply and treatment facilities.

### **How The Service Is Obtained**

Residents with specific water quality concerns may contact the Office of Customer Satisfaction at 428-5990 or they may call the laboratory directly at 428-3647. After initial assessment, an on-site investigation may be scheduled.

### **Fees**

There is no fee associated with this service.

### **Inquiries Or Concerns**

Individuals with concerns about the quality of the water may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on a related service please see ***Water Basic Services & Billing***.

## **WATER SERVICES (FIRE SERVICE PROTECTION)**

Fire services are separate water services that are used for fire protection. Generally, these services are not used for domestic water consumption. [A special high pressure system known as the "Holly fire system" is available to most of the downtown area.] Fire services must be designed and installed according to City of Rochester specifications. As such, the City provides technical assistance to engineers and developers involved with the design or installation of fire services.

### **How The Service Is Obtained**

Technical assistance may be obtained by calling the Water Engineering Maps & Records Office at 428-7562.

### **Fees**

No fees are assessed for technical assistance.

Installation fees are charged for new services, and meter and consumption fees are assessed for each service:

- # **Domestic Charges.** The charge for a domestic fire service (i.e., not Holly system) with a mainline meter that records all water consumption consists of a fire service charge [23-37C1], and a consumption charge [23-37A1]. The charge for a domestic fire service with a bypass meter consists of a fire service charge [23-37C1], a base charge [23-37A2], and a consumption charge [23-37A1].
- # **Holly Charges.** The charge for a Holly fire system service with a mainline meter that records all water consumption consists of a Holly fire service charge [23-37C2], and a Holly consumption charge [23-37C3]. The charge for a Holly system fire service with a bypass meter consists of a Holly fire service charge [23-37C2], a base charge [23-37A2], and a Holly consumption charge [23-37C3].

For a complete listing of these charges, please see **Fee Schedule #5: Water Charges.**

### **Inquiries Or Concerns**

Individuals with concerns about fire protection services may call the Water Engineering Maps & Records Office at 428-7562, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

## **WATER SERVICES (THAWING OF FROZEN SERVICES)**

During the winter months, underground water services may become frozen. If a service becomes frozen and a resident makes a request, the City of Rochester will attempt to thaw the service. If an attempt is not successful, the City may not make further efforts to thaw the service. After a successful attempt, the resident will be encouraged to maintain a constant flow of water through the service to prevent refreezing.

### **How The Service Is Obtained**

To obtain the service, a resident may call the Office of Customer Satisfaction at 428-5990.

### **Fees**

If an attempt to thaw a frozen water service is successful, a \$55 charge is assessed. To compensate for the additional water consumed to prevent the service from refreezing, the metered consumption is reduced by 7,000 gallons on the succeeding water bill. If the service refreezes within seven days of the initial thawing, a \$75 fee is charged for subsequent successful thawing attempts; however, additional consumption reductions are not authorized. In all cases where a welder is needed to successfully thaw a service, the resident is charged an additional fee for the cost of the welder. Fees are not assessed for failed thawing attempts.

### **Inquiries Or Concerns**

Individuals with concerns about frozen water services may call the Office of Customer Satisfaction 24-hour line at 428-5990.

For information on a related service please see ***Water Basic Services & Billing***.

## **WATER SUPPLY AND TREATMENT FACILITIES (TOURS OF)**

The City of Rochester's primary water supply is from Canadice and Hemlock Lakes, located approximately 28 miles south of Rochester in Livingston and Ontario Counties. Water from these lakes is treated at the Hemlock Water Filtration Plant and then transmitted to the City using a system of tunnels, conduits, and storage reservoirs. The City offers tours of the water filtration plant and the three open-air reservoirs.

Please see ***Appendix L: Rules Pertaining to Watershed Visitation*** for additional information pertaining to the water supply and treatment facilities.

### **How The Service Is Obtained**

To schedule an appointment for a tour, please call the Bureau of Water & Lighting at 428-6680, Monday through Friday, between 7:30 a.m. and 4:30 p.m.

### **Fees**

There is no fee associated with tours of the water filtration plant or storage reservoirs.

### **Inquiries Or Concerns**

Individuals with concerns about the water filtration plant and reservoirs tours may contact the Bureau of Water & Lighting at 428-6680, Monday through Friday, between 7:30 a.m. and 4:30 p.m.

### **Annual Water Quality Report (AWQR)**

Each May, water suppliers throughout the State distribute a report that summarizes water quality data for the prior calendar year. The report also gives a brief overview of how the provider's system is designed and operated as well as major projects undertaken. Rochester's AWQR is mailed directly to City customers. A copy may also be requested by calling the water treatment plant at 428-6680 or by downloading a copy from the City's web site [www.cityofrochester.gov](http://www.cityofrochester.gov).

## **WATERSHED ACCESS**

The Hemlock/Canadice Lakes' watershed is the primary source of drinking water for Rochester and several other communities. City stewardship of these lakes and the adjacent land has resulted in a superior water supply. These efforts have also produced a unique environmental setting. Visitor permits are required for visitors to the watershed area. Visitor permits, which help to insure protection of the area, are required of persons 16 years or older who visit City watershed property. Permit holders are welcome to bring guests, and to pursue licensed sporting activities such as fishing and hunting as well as boating, hiking, and nature study.

### **Special Conditions**

The permit lists several restrictions and prohibitions that visitors must observe. Inspectors patrol the watershed to monitor compliance of these rules. For additional information, please see **Appendix L: Rules Pertaining to Watershed Visitation**.

### **How The Service Is Obtained**

Permits are valid for a calendar year. They may be obtained from a self-serve booth at 7412 Rix Hill Road, located just outside Hemlock Park or they may be downloaded from the City's web site [www.cityofrochester.gov](http://www.cityofrochester.gov). Permits are also available from the Bureau of Water & Lighting at 803 West Avenue, Building 2, or the Office of the Commissioner of Environmental Services, located in City Hall, Room 300-B. To obtain a permit through the mail, please send a request along with a legal size, self-addressed, stamped envelope to the Bureau of Water & Lighting, 7412 Rix Hill Road, Hemlock, NY 14466, Attention: Watershed Conservationist.

### **Fees**

There is no fee associated with watershed visitor permits.

### **Inquiries Or Concerns**

Individuals with concerns about watershed access or the visitor permit process may contact the Bureau of Water & Lighting at 428-6680, Monday through Friday, between 7:30 a.m. and 4:30 p.m.

## APPENDIX A: BRIDGES MAINTAINED BY THE CITY OF ROCHESTER

<b>Feature Crossed</b>	<b>Feature(s) Carried</b>
<b>Genesee River</b>	Andrews Street, Court Street, Driving Park Avenue, Elmwood Avenue, Ford Street, Main Street, Pont de Rennes (Platt Street) Pedestrian Bridge, Sister Cities Pedestrian Bridge, Smith Street, South River Corridor Pedestrian Bridge, Subway Tunnel
<b>Wilson Boulevard/Genesee River</b>	Erie Lackawanna Railroad
<b>Conrail</b>	East Main Street, Lake Avenue/Holden Street, Lake Avenue/Boxart Street, St. Paul Street, Turning Point RR Bed
<b>Interstate 490</b>	Alexander Street, Ames Street, Averill Avenue, Child Street, Colby Street Pedestrian Bridge, Colvin Street Pedestrian Bridge, Culver Road, Grape Street, Meigs Street, Saxton Street, South Goodman Street, Spring Street Pedestrian Overpass, Winton Road
<b>Inner Loop</b>	Clinton Avenue, Joseph Avenue, Main Street, North Street, St. Paul Street, Scio Street
<b>Subway Tunnel</b>	Broad Street
<b>Old Subway Bed</b>	Allen Street, Brown Street
<b>Abandoned Subway</b>	Library Plaza
<b>Old Race</b>	Library Loading Dock
<b>Brown's Raceway</b>	Commercial Street
<b>Eastman Kodak Road</b>	Dewey Avenue
<b>Red Creek</b>	East River Road
<b>Bike Path Old Railroad</b>	Ford Street
<b>Interstate 590</b>	Highland Avenue
<b>Route 104</b>	Veterans Memorial Pedestrian Bridge
Note: For many of these bridges, the City shares maintenance responsibilities with New York State, County of Monroe, and private corporations.	



## APPENDIX B: DOWNTOWN ENHANCEMENT DISTRICT SERVICES

### DISTRICT BOUNDARIES

The general boundaries of the district are displayed in the following table.

Direction	Boundary
North	Church Street, the northern boundary of SBL No. 121.22-1-17 and its extension to the Genesee River, the east-west portion of Bragdon Place and its extension to the Genesee River, and Pleasant Street
East	Chestnut Street
South	Broad Street
West	Plymouth Avenue
<b>Plus . . .</b> The outlying boundaries include those properties within 1,600' of the centerline Main Street, north or south, between Plymouth Avenue and Chestnut Street and having enclosed walkway access to Main Street.	

### SERVICE STANDARDS OBSERVED WITHIN THE DISTRICT

Feature	Service	Frequency of Service
<b>Sidewalk Pavers</b>	Sweeping and flushing Replace and reset pavers Graffiti removal Snow removal	Daily (Seasonal) Within 24 hours Within 24 hours As required
<b>Benches</b>	Replace broken slats and supports Graffiti removal Touch up paint Replace vandalized slats Wipe clean, remove snow, gum, etc.	Within 24 hours Within 24 hours Seasonal Twice annually As required
<b>Street Trees</b>	Annually feed, (bi-weekly) water, trim, inspect	As needed
<b>Tree Grates</b>	Clean litter, gum, etc.	Weekly
<b>Tree Light System</b>	Maintenance check Repair	Annually Within 48 hours
<b>Trash Receptacles</b>	Empty Wash clean Repair Remove graffiti	Twice daily Weekly Within 24 hours Within 24 hours

Appendix B: Downtown Enhancement District Services (Cont'd)

<b>Feature</b>	<b>Service</b>	<b>Frequency of Service</b>
<b>Newspaper Dispensers</b>	Clean surface Remove graffiti	Bi-weekly (Seasonal) Within 24 hours
<b>Planters</b>	Seasonal planting Weeding and watering Litter removal Wash Remove broken Remove graffiti	Minimum of 3 per year Weekly Daily Monthly Twice annually Within 24 hours
<b>Phone Directory Kiosk</b>	Wipe clean Remove graffiti	Daily Within 24 hours
<b>Bollards</b>	Remove graffiti	Within 24 hours
<b>Historic Markers</b>	Wipe clean Remove graffiti Polish plaques	Daily Within 24 hours Twice annually
<b>Bus Shelters</b>	Wash glass, clean rails Wash metal roof Wash granite bases Replace broken glass Touch up paint Remove graffiti Sweep, remove litter Repair light fixtures and heaters Maintenance check/light fixtures	Daily Monthly Weekly ASAP (special order) Seasonal Within 24 hours Daily Within 24 hours Annually
<b>Street Lights</b>	Repair globes, luminaries, poles Remove graffiti	ASAP (by contract) Within 24 hours
<b>Liberty Pole Plaza</b>	Pavers Clean granite walls, plaza Repair drinking fountain Clean fountain Fountain maintenance check Remove graffiti	Same as sidewalk pavers Daily Within 24 hours Daily Twice annually Within 24 hours
<b>Bridge</b>	Pavers Clean railing Repair parapet walls Repaint railings Wash walls Remove graffiti	Same as sidewalk pavers Daily As required 4-6 year cycle As needed Within 24 hours

## APPENDIX C: PERMITS FOR WORK IN THE PUBLIC RIGHT-OF-WAY

PERMITS ARE REQUIRED FOR THE FOLLOWING ACTIVITIES:
Any type of excavation in the public right-of-way such as installing sewer laterals and installing or repairing any type of underground utility.
Repairing or replacing of any sidewalk in the public right-of-way.
Resurfacing, widening, or closing of an existing driveway.
Installing a new driveway.
Installing, replacing, or removing street curbing.
Storing materials, dumpsters, or equipment in the public right-of-way.
Parking any heavy equipment such as cranes in a public street.
Moving any oversized vehicles or overweight equipment or loads on public streets.
Constructing any type of encroachment (such as bus shelters, phone booths, signs, awnings, marquees, areaways, fully-opened doors, air conditioners, etc.) which may intrude upon the public right-of-way.
Installing a new street that will become officially dedicated to the City upon completion.
Erecting a new utility pole, or removing or relocating an existing utility pole.
Requesting the City to disconnect a water service (of any size).
Using a hydrant for dust control during demolition work.

## APPENDIX D: STREETS - WHO DOES WHAT

The City of Rochester, Department of Environmental Services is responsible for construction, maintenance, and service to city streets. Both the State of New York and County of Monroe provide financial assistance to the City for improvements to major city streets. These improvement projects are generally administered by the City, but may be administered by the funding agency.

### CITY MAINTENANCE RESPONSIBILITIES FOR STATE HIGHWAYS

There are several state highways that pass through the City of Rochester.

- ◆ Interstate 490
- ◆ Inner Loop
- ◆ West Ridge Road (NY 104)
- ◆ Expressway Ramps
- ◆ Lake Ontario Parkway
- ◆ Plymouth Avenue (within the Inner Loop)
- ◆ Interstate 590
- ◆ Keeler Street Expressway (NY 104)
- ◆ Mount Read Boulevard
- ◆ Bridges over Expressways
- ◆ Lake Avenue (Lyell Ave. to Ridge Road)

In most instances, the New York State Department of Transportation is responsible for construction, maintenance, and service to state highways. However, in a few cases, the City has certain maintenance responsibilities on these highways. The following table summarizes these responsibilities.

Service	Responsibilities
Street Lighting	The City provides street lighting on West Ridge Road, Mount Read Boulevard, Lake Avenue, Plymouth Avenue, and bridges over expressways. [Monroe County Department of Transportation provides lighting on all other state highways.]
Snow & Ice Control	The City provides snow and ice control on Lake Avenue, Plymouth Avenue, and bridges over expressways.
Street Sweeping	The City provides street sweeping on Lake Avenue, Plymouth Avenue, and other bridges over expressways.
Pothole Repair	The City provides pothole repair on bridges over expressways.
Litter Cleanup	The City provides supplemental litter cleanup on Interstate 490 and the Inner Loop.

## Appendix D: Streets - Who Does What (Cont'd)

### WHERE TO CALL FOR STREET SERVICES

Service	Municipality	Telephone
<b>Street Maintenance/Pothole Repair</b>	City of Rochester	428-5990
<b>Snow &amp; Ice Control</b>	City of Rochester	428-5990
<b>Street Sweeping</b>	City of Rochester	428-5990
<b>Street Lighting (City Streets)</b>	City of Rochester	428-5990
<b>Street Lighting (State Highways)</b>	County of Monroe	760-7677
<b>Traffic Signals</b>	County of Monroe	760-7760
<b>Traffic Signs (City Streets)</b>	County of Monroe	760-7750
<b>Traffic Signs</b> (NYS Highways in Monroe County, East of the Genesee River)	State of New York	586-4514
<b>Traffic Signs</b> (NYS Highways in Monroe County, West of the Genesee River)	State of New York	352-3471
<b>State Highways</b> (other than Monroe County)	State of New York	272-3300

### UNDERGROUND AND OVERHEAD UTILITIES

Utility agencies are responsible for maintenance and repair of underground and overhead utilities for both state highways and city streets. The following table summarizes utility agency responsibilities.

Service	Agency Responsible	Telephone
<b>Water</b>	City of Rochester, Dept. of Environmental Services, Bureau of Water & Lighting. [Some facilities of the Monroe County Water Authority pass through the City.]	428-7500
<b>Sewers (including catch basins and man hole covers)</b>	Monroe County Department of Environmental Services, Pure Waters	760-7600
<b>Gas, Electric</b>	Rochester, Gas, & Electric Corporation	546-1100
<b>Telephone</b>	Frontier Corporation	777-1611
<b>Cable</b>	Time Warner Communications	756-5000

**CALL BEFORE YOU DIG!** To coordinate utility work in public streets, a centralized location service has been established by agencies responsible for work in our streets. Call the Underground Facilities Protective Organization at 1-800-962-7962 before you dig.

## APPENDIX E: COLLECTION OF RECYCLABLE MATERIALS

<b>Materials To Be Recycled</b>	<b>Preparation of Recyclable Materials</b>
<b><i>Newspapers, All Books, Magazines, Phone Directories, Catalogs, all paper, junk mail, including shoe &amp; cereal boxes</i></b>	Stack newspapers, supplements, magazines, and glossy catalogs in the bottom of the recycling container. Remove plastic liner from boxes and flatten.
<b><i>Corrugated Cardboard &amp; Clean Empty Pizza Boxes</i></b>	Cut corrugated cardboard into manageable-sized bundles (approximately 2' by 4'). Tie with twine and place in or next to the recycling container. Corrugated cardboard is easily identified by looking at the end of the box. If it's brown and has two smooth sides with a wavy center, it's corrugated. Clean empty pizza boxes may be placed with bundled corrugated or in recycling container.
<b><i>Glass Food and Beverage Containers</i></b>	Wash clear, brown, and green glass food and beverage containers. Remove caps and throw them away. Don't remove labels. Place in recycling container.
<b><i>Plastic Food and Beverage Containers</i></b>	Rinse containers and step on to flatten. Remove caps and throw them away. Place in recycling container.
<b><i>"Gable-Top" Cartons: Milk/Juice</i></b>	Rinse and place in the recycling container.
<b><i>Drink Boxes</i></b>	Empty and remove straws from single serving drink boxes and place in the recycling container.
<b><i>Empty/Aerosol Cans (No pesticides or spray paints)</i></b>	Remove caps and place empty aerosol cans in the recycling container.
<b><i>Metal Cans (Aluminum, tin, and bi-metal cans)</i></b>	Wash containers to remove residue. Don't remove labels. Place in recycling container.
<b><i>Hi-Grade Paper (White, colored office bond, duplicating paper; computer paper, and other high-quality paper)</i></b>	The paper must be sorted according to City specification. Specific instructions are given when collection arrangement is made.

### **These items should not be recycled:**

Paint and paint thinner cans; plastic containers **not** labeled with the code 1 or 2; automotive product containers; covers, lids, or caps (except for metal lids); ceramics; clay flower pots; crystal; light bulbs; mirror and window glass; heat resistant ovenware; and drinking glasses.

## APPENDIX F: RESIDENTIAL REFUSE RULES

Item	Rule
<b>Containers</b>	The City of Rochester provides residential refuse customers with wheeled refuse containers. Residents are encouraged to use the City-issued container for household refuse, yard waste, and other refuse. The wheeled container must not be overfilled (maximum 250 lbs.); the top should close securely. Once the container is filled, extra refuse may be placed at the curb in alternative refuse cans and sturdy plastic bags. The maximum weight limit per alternative container is 60 pounds. The wheeled container is owned by the City, and is to be used solely for the purposes of storage and collection of refuse. If it is broken or stolen, the City will fix or replace it.
<b>Collection Times</b>	The refuse container is to be placed at the curb, along with bulk items and recyclable materials, by 6:30 a.m. on the regular refuse collection day. Refuse containers should never be placed out sooner than the night before collection. All containers must be removed from the area between the sidewalk and curb within 24 hours after collection and returned to their storage area at the rear or side yard of the premises.
<b>Bulk Refuse</b>	Bulk refuse such as household furniture, bedding and mattresses, large appliances, tree trimmings, and hedge trimmings, may be placed between the sidewalk and curb on collection day. Doors must be removed from refrigerators and other appliances with latches. Loose wood, trees, bushes, and hedges must be tied in bundles. The bundles may not be longer than 4 feet in length, larger than 18 inches in diameter, or weigh more than 60 pounds. All nails must be removed from discarded lumber or bent over and secured so the nail points are not exposed.
<b>Building Refuse</b>	Building refuse resulting from major repairs or remodeling by the owner of a property may be prepared and placed out for collection. The City will not collect waste generated by a contractor. Contractors must arrange for the proper and legal disposal of waste generated from construction.
<b>Tires</b>	Only tires originating from a home may be placed out for pickup on the regular refuse collection day. The City segregates tires from the rest of waste stream and transports them separately to the transfer station. Tires originating from automotive related or other businesses are not serviced through residential refuse collection.
<b>Latex Paint</b>	To properly dispose of latex paint, remove and discard the paint can lid. Add clay-based cat litter or other absorbent material to the can and stir. Repeat until the liquid paint is absorbed. Allow the mixture to air dry until hard. Place out with regular refuse.
<b>Illegal Dumping</b>	Refuse must always be placed out for collection in front of the premises in which the refuse originated. The placement of refuse for collection in front of a premise other than the premise at which the refuse originated constitutes illegal dumping, and is prohibited.
<b>Scavenging</b>	No individual may remove material that has been placed between the sidewalk and the curb for collection by an owner or occupant of a premise. Such removal constitutes scavenging, and is prohibited.
<b>Prohibited Waste</b>	The City does not collect radioactive, volatile, highly flammable, explosive, biomedical, infectious, toxic, or hazardous material.

## **APPENDIX G: ILLEGAL DUMPING**

### **ILLEGAL DUMPING**

The placement of refuse for collection in front of a premise other than the premise at which the refuse originated constitutes illegal dumping. It also includes the unauthorized placement of refuse on any public parcel of land or right-of-way, and the importation of trash from outside the city. Illegal dumping is a growing problem that increases waste disposal costs for city residents, and blights the city's quality of life by accelerating the effects of litter, graffiti, and neglect on entire neighborhoods.

### **PROGRAM TO CURTAIL ILLEGAL DUMPING**

The City of Rochester has established a reward program to curtail illegal dumping on public land or in public right-of-ways. Strong enforcement measures against illegal dumping are now in effect to support the ongoing efforts by citizens, businesses, and the City to cut refuse costs and clean up our environment. Substantial fines are being imposed for illegal dumping. Penalties include stiff fines, as well as cleanup and disposal costs.

<b>PENALTIES FOR ILLEGAL DUMPING</b>		
<b>Offense Level</b>	<b>Individuals</b>	<b>Businesses</b>
1st Offense	\$100	\$1,000
2nd Offense	\$200	\$2,500
3rd Offense	\$300	\$5,000

### **REWARD PROGRAM**

If you witness illegal dumping on public land within the City of Rochester, please report the incident to the Office of Customer Satisfaction at 428-5990. The City offers a \$100 reward to any citizen whose report of illegal dumping leads to the redress of the violation.



## APPENDIX H: HOUSEHOLD HAZARDOUS WASTE

Hazardous waste is a solid waste or combination of solid wastes that, because of quantity, concentration or physical, chemical, or infectious characteristics, may cause or significantly contribute to an increase in mortality or an increase in serious illness, or pose a substantial hazard to human health or the environment. A substance is hazardous if it ignites easily, can react or explode when mixed with other substances, is corrosive, or is toxic. Most hazardous household waste falls into one of four categories: automotive products, household cleaners, paints and solvents, and pesticides.

### EXAMPLES OF PRODUCTS THAT ARE HAZARDOUS

- |                               |                            |                           |
|-------------------------------|----------------------------|---------------------------|
| ◆ Adhesives                   | ◆ Drain cleaners           | ◆ No-pest strips          |
| ◆ Ammonia                     | ◆ Drain openers            | ◆ Oil based paints        |
| ◆ Ant buttons, paste, syrup   | ◆ Dry gas                  | ◆ Oven cleaners           |
| ◆ Antifreeze                  | ◆ Epoxies                  | ◆ Paint removers          |
| ◆ Batteries (auto and button) | ◆ Ethers                   | ◆ Paint thinners          |
| ◆ Bleach                      | ◆ Flea collars and powders | ◆ Perm. wave solutions    |
| ◆ Boric acid                  | ◆ Hair dyes                | ◆ Photo chemicals         |
| ◆ Bowl cleaners               | ◆ Hair removers            | ◆ Rat poisons             |
| ◆ Brake cleaners              | ◆ Insecticides/repellents  | ◆ Rubbing alcohol         |
| ◆ Brake fluid                 | ◆ Iodine                   | ◆ Rust removers           |
| ◆ Brush cleaners              | ◆ Lacquers                 | ◆ Solvents                |
| ◆ Cements                     | ◆ Mothballs and flakes     | ◆ Spot removers           |
| ◆ Charcoal lighters           | ◆ Motor oil (used)         | ◆ Turpentine              |
| ◆ Cleaning fluid              | ◆ Muriatic acid            | ◆ Weed killers/fungicides |
| ◆ Degreasers                  | ◆ Nail polish              | ◆ Wood polishes           |
| ◆ Disinfectants               | ◆ Nail polish remover      | ◆ Wood preservatives      |

### HOUSEHOLD HAZARDOUS WASTE COLLECTION PROGRAM

To reduce environmental contamination, the County of Monroe has established a Household Hazardous Waste Collection program. Residents may dispose of certain types of household hazardous waste at the County's Hazardous Waste Collection facility located at 444 East Henrietta Road. The types of household hazardous wastes acceptable at the facility include:

- |                                 |                                     |
|---------------------------------|-------------------------------------|
| ◆ Pesticides and fertilizers    | ◆ Household cleaners                |
| ◆ Wood preservatives and stain  | ◆ Oil-based and latex paints        |
| ◆ Thinners and solvents         | ◆ Chemical drain cleaners           |
| ◆ Pool cleaners                 | ◆ Photo chemicals                   |
| ◆ Gasoline and kerosene         | ◆ Antifreeze                        |
| ◆ Brake and transmission fluids | ◆ Rechargeable and button batteries |
| ◆ Driveway sealer               | ◆ Propane tanks                     |

Materials are accepted by appointment only. Call 760-7600, Monday through Friday between 9:00 a.m. and 4:00 p.m. to schedule an appointment. When calling, please be prepared to describe the types of materials and the quantities of each. Materials should be in original containers or hand-labeled if in another container. Directions and instructions for transporting materials safely will be forwarded upon scheduling a drop-off appointment.

## Appendix H: Household Hazardous Waste (Cont'd)

### MATERIALS NOT ACCEPTED BY HAZARDOUS WASTE PROGRAM

Materials not accepted by the Household Hazardous Waste Collection Program include used motor oil, asbestos, radioactive materials, smoke detectors, infectious or biological waste, explosives and ammunition, shock sensitives (i.e., crystallized ethers, picric acid), and empty containers. The following table identifies disposal methods for these substances.

Substance	Disposal Method
Used Motor Oil	According to a NYS law, used motor oil may be brought to any service station that offers oil service.
Asbestos	Consult the telephone yellow pages for private companies that dispose of asbestos.
Radioactive Materials	The County's Department of Environmental Services may be contacted for disposal information.
Smoke Detectors	The detectors may be sent back to the manufacturer or store where purchased for disposal.
Infectious or Biological Wastes	Consult hospitals/medical centers for disposal information.
Explosives or Ammunition	Call the police; they usually prefer to handle these types of materials.
Shock Sensitives	The County's Department of Environmental Services may be contacted for disposal information.
Empty Containers	Dispose of in household trash or recycle.

## APPENDIX I: WINTER PARKING RULES

The success of a community's effort to cope with winter weather events depends on how well government, citizens, and the news media work together. Radio and TV stations cooperate to inform the public about what the community must do to help the City keep streets clear and hazard-free. When it snows, residents are encouraged to listen for media broadcasts announcing special snow clearance plans, and then take the corresponding action listed below:

Plan	Rule
<b>Plowing Day Parking Restriction</b>	This plan applies whenever snowfall or weather conditions require that residential streets be plowed. Alternate side of street parking regulations must be followed throughout residential areas*.
<b>Snow Emergency</b>	No parking is allowed on Snow Emergency Routes, as the City concentrates plowing efforts to keep all Snow Emergency Routes open and clear.
<b>Parking Emergency</b>	This plan allows special effort to open snow clogged traffic lanes on residential streets. Parking on announced residential streets is prohibited, as residential streets are cleared from curb-to-curb.
<b>Avoid mistakes that could cost you a fine or towing fee by learning these rules well. Help keep Rochester on the move all season long.</b>	

**\*NOTE:** Where there are no posted parking restrictions, follow regular alternate side of the street parking rules when a Plowing Day Parking Restriction is announced. If you live on a street where there is one-side-only parking or where restrictions differ from regular alternate side parking patterns, the City will announce special instructions through the media. The generally posted pattern for alternate side parking is: Parking on the even-numbered side of the street only until 7:00 p.m. on Tuesday, Thursday and Saturday. Parking on odd-numbered side only on Sunday and until 7:00 p.m. on Monday, Wednesday and Friday.

**REMINDER:** Vehicles may not be parked for more than **twelve hours** on any city street, except where alternate parking regulations are in effect. On these streets, parking is permitted for the maximum period authorized by the alternate parking regulations. During major weather events, these regulations may be strictly enforced.

## APPENDIX J: WATER BILLING

Item	Information
<b>Calculation of Charges</b>	Residential water bills consist of two charges. The meter base charge is a flat fee that correlates to the size of the meter. The consumption charge is based on metered consumption, as determined by periodic meter readings.
<b>Meter Readings</b>	Meters located in residential properties are generally read on a quarterly basis. For meters that are 3" or larger in size, readings are taken monthly. Customers with water billing questions may contact the Office of Customer Satisfaction's 24-hour response line at 428-5990.
<b>Special Meter Readings</b>	Before property is sold, the seller of a property should request a final meter reading. This enables the City to accurately bill the seller and buyer for water consumption.
<b>Periodic Billing</b>	Charges for residential water consumption are issued quarterly. For meters that are 3" or larger in size, charges are billed monthly.
<b>Estimated Bills</b>	If the City cannot gain access to a meter that is scheduled to be read and the resident does not provide a reading, an estimated bill based on past metered consumption will be issued. If a valid meter reading is obtained after the issuance of an estimated bill, the original amount of the estimated bill will be adjusted to reflect actual consumption.
<b>High Consumption Investigation</b>	At a property owner's request, the City will conduct a high consumption investigation to try to determine the cause of a high water bill.
<b>Appeal Process</b>	A property owner may file a written billing complaint with the Director of Water. The Director will review the complaint and notify the property owner of his determination. The property owner may appeal the decision to the Commissioner of Environmental Services. The appeal must be submitted in writing within 20 days after receipt of the Director's determination.
<b>Delinquent Water Charges</b>	Water charges not paid by the due date are rebilled until the amount is paid or added to property taxes. Late charges accrue each billing period against delinquent amounts. The late fee equals 5% of the delinquent balance for charges that are billed quarterly. For charges that are billed monthly, the late fee is 2% of the delinquent balance. Delinquent water charges, that are initially due and remain unpaid by May 15, are added to the July property tax bill, along with an additional penalty and an administrative charge.

## APPENDIX K: WATER METERS

Item	Information
<b>Meters</b>	Water meters are installed by the City for every active water service.
<b>Meter Ownership &amp; Maintenance</b>	Water meters remain the property of the City. Only the City may install or remove a meter. Meters are maintained, or replaced by the City. However, property owners are responsible for safeguarding water meters.
<b>Meter Readings</b>	Meters located in residential properties are generally read on a quarterly basis. For meters that are 3" or larger, readings are taken monthly. The City requires that at least one actual read be taken annually by its personnel.
<b>Remote Reading Meters</b>	The City recently completed a multi-year program to convert all water meters to remote reading meters. Remote electronic water meters allow meter readers to take readings from outside buildings, without having to enter them. The meter reader applies an automatic meter reading device to the receptacle pad to obtain the meter reading.
<b>Meter Testing</b>	Meters are tested upon the request of a property owner, or at the City's initiative. A property owner may, if desired, witness the test. If a property owner requests the test and the test results show the meter is measuring water flow correctly, the owner is charged for the test. If the test results do not meet accuracy limits, the meter is replaced at no charge to the owner and no fee is assessed for the test. In addition, the most current water bill is adjusted to compensate for the meter error.
<b>Meter Seals</b>	Every meter is sealed to ensure its integrity. If the City finds that a seal has been broken, the meter is resealed and the property owner is charged for the resealing. No fee is charged if the seal was broken accidentally and the property owner promptly notifies the City of the seal breakage.

## APPENDIX L: RULES PERTAINING TO WATERSHED VISITATION

<b>WATERSHED RESTRICTIONS AND PROHIBITIONS</b>	
<b>Permits</b>	Permits are required for access to the City watershed property. Permits are valid for the calendar year and are free of charge.
<b>Fishing, Hunting &amp; Trapping</b>	Fishing, hunting, and trapping are allowed in designated areas with proper New York State licenses.
<b>Restricted Access Area (Authorized personnel only)</b>	Certain restricted areas of the watershed are open to authorized personnel only. Please refer to the Watershed Visitor Permit for a listing of restricted areas.
<b>Motor Vehicle Access</b>	Motor vehicle access is limited to boat launches and Hemlock Park. Launch from designated areas only. Do not block gates or park on shore.
<b>Boats</b>	Boats may not exceed 16' in length; canoes 17'. Boat motors may not exceed 10 HP. Boats must be of a stable design and not allow body contact with the water.
<b>Vegetation</b>	Visitors may take fruits, e.g., nuts and berries, only. All other vegetation, wood, rocks, soil, etc. are to be left in place.
<b>Swimming</b>	No swimming, wading, or other water contact by people or pets.
<b>Camping</b>	Camping, campfires, or charcoal fires are prohibited.
<b>Off-Road Vehicles</b>	Motorized off-road vehicles (e.g., snowmobiles, ATV's) are prohibited.
<b>Firearms</b>	No discharging of firearms, except for licensed hunting.
<b>Sanitary Practices</b>	Use portable toilets at boat launches. Remove animal entrails, or bury at least 100' from any watercourse.
<b>Pets</b>	Pets must be controlled or leashed. Pet feces must be removed or buried at least 100' from any water source.
<b>Equestrian Activity</b>	Equestrian activity is prohibited.
<b>Contamination of Water Supply</b>	Visitors must refrain from any act that may result in contamination of any portion of the water supply.

## APPENDIX M: MUNICIPAL CODE AND ENFORCEMENT ACTIVITIES

The Municipal Code of the City of Rochester consists of the City Charter, local laws and ordinances, and special acts of the New York State Legislature. The Charter establishes the following activities as responsibilities of the Department of Environmental Services (DES): Solid waste collection and disposal; street cleaning; snow and ice removal from sidewalks and streets; street, bridge, and sidewalk construction and maintenance; maintenance of the municipal fleet; municipal facility construction and maintenance; municipal property maintenance; and management of the supply, treatment, and distribution of water. Several Municipal Code chapters govern the department's activities:

<b>Charter/ Code</b>	<b>Provisions</b>	<b>Who To Contact For Additional Information</b>
<b><i>City Charter- Article VII; Department of Environmental Services</i></b>	Identifies the responsibilities of the Department of Environmental Services.	Office of the Commissioner 428-6855
<b><i>Municipal Code Chapter 20 Refuse Collection</i></b>	Provides for the protection of public health and safety of residents by establishing rules and regulations governing the generation, separation, storage, collection, transportation, processing, and disposal of refuse; the preparation, collection, transportation, and disposal of recyclable materials; and licensure of commercial refuse collectors.	Office of Customer Satisfaction 428-5990
<b><i>Municipal Code Chapter 23 Waterworks</i></b>	Provides rules for the distribution of water.	Director of Water 428-7508
<b><i>Municipal Code Chapter 104 Streets &amp; Encroachments</i></b>	Provides for rules governing structures, work, and objects within the public-right-of way. Authorizes the use of permits to regulate certain activities within the public right-of-way (e.g. driveway openings, street excavations, etc.). Designates the maintenance of sidewalks to property owners, including the removal of snow and ice from sidewalks. Prohibits individuals from depositing snow on sidewalks, streets, or fire hydrants. Restricts roller skating and skateboarding.	Permit Office 428-6848
<b><i>Municipal Code Chapter 111 Vehicle &amp; Traffic</i></b>	Provides for a Traffic Control Board that regulates matters relating to traffic within the City of Rochester. The board establishes various traffic regulations. Lists parking restrictions that may be put into effect during snow operations.	Transportation Specialist 428-6942

## Appendix M: Municipal Code and Enforcement Activities (Cont'd)

### D.E.S. CODE ENFORCEMENT

The Department of Environmental Services has responsibility to enforce several sections of the Municipal Code.

D.E.S. CODE ENFORCEMENT RESPONSIBILITIES		
Code Violations	Enforcement	Who To Contact For Additional Information
Issue notice and order for correction of violations of the <b>streets &amp; encroachments</b> Code ( <i>Chapter 104</i> ).	Permit Office Personnel	Permit Office 428-6848
Issue appearance tickets for violations of the <b>solicitor and vending</b> provisions ( <i>Chapter 62</i> ) and violations relating to <b>roller skating and skateboarding</b> restrictions ( <i>Chapter 104</i> ).	Downtown Enhancement District Personnel	Downtown Enhancement District Superintendent 428-7412

### ADMINISTRATION AND ENFORCEMENT OF OTHER MUNICIPAL CODES

The Municipal Code contains a large number of sections that are administered and enforced by various City departments. The following list identifies some of the major codes that are not primarily administered or enforced by DES.

DEPARTMENTAL RESPONSIBILITIES FOR MUNICIPAL CODES		
Section	Administration	Enforcement
Building Code	Community Development	NET, Community Development
Building Construction - Plumbing	Community Development	Community Development
Fire Prevention Code	Fire Department	Fire Department
Noise	Police Department	Police Department
Parking	Police Department	Police Department
Parks	Parks, Recreation & Human Services	Parks, Recreation & Human Services
Property Code	NET	NET
Refuse Code	NET	NET
Snow Code	Environmental Services	NET
Vehicle & Traffic Code	Police Department	Police Department
Zoning	Community Development	Community Development

Once code violations are issued many of the above code violations are adjudicated by the Department of Finance, Bureau of Parking & Municipal Code Violations.



## Appendix M: Municipal Code and Enforcement Activities (Cont'd)

### NEIGHBORHOOD EMPOWERMENT TEAMS (NET)

A reorganization of several City units has permitted the formation of ten City employee teams that cover each of the Neighbors Building Neighborhoods (NBN) Sectors. There are six Neighborhood Empowerment Team (NET) offices. NET is based on the expectation that the best way of responding to neighborhood issues is by teaming residents with city staff to devise and achieve effective solutions. The approach aims at bringing City government closer to residents so that quality of life issues can be addressed more quickly and effectively.

The NET teams, which are comprised of police officers, property inspectors, and support staff, focus on public safety, property conditions, and quality of life issues in their assigned areas. These employees are empowered to resolve neighborhood issues as well as develop prevention strategies. Under this initiative, City property inspectors are authorized to enforce all local codes, including the building, property, and refuse codes, on both private property and in the public right-of-way.

Listed below are the six NET areas, their corresponding addresses, and phone numbers.

<b>NEIGHBORHOOD EMPOWERMENT TEAMS (NET)</b> Hours: Monday - Friday, 9:00 am - 5:00 pm			
<b>NET Area</b>	<b>NET Office Administrator</b>	<b>NBN Sector(s)</b>	<b>Neighborhoods Serviced By Area Office/Web Site</b>
<b>Area A</b>	<b>Mike Coniff</b> 1495 Lake Ave. Tel. No. 428-7610 Fax 428-7611	1 & 2	Charlotte, Maplewood  <a href="http://www.ci.rochester.ny.us/apps/net/a.nsf">www.ci.rochester.ny.us/apps/net/a.nsf</a>
<b>Area B</b>	<b>Sharon Conheady</b> 492 Lyell Ave. Tel. No. 428-7620 Fax 428-7621	3	Lyell-Otis, Edgerton, Brown Square, Dutchtown, Susan B. Anthony <a href="http://www.ci.rochester.ny.us/apps/net/b/qa.nsf">www.ci.rochester.ny.us/apps/net/b/qa.nsf</a>
<b>Area C</b>	<b>David Hawkes</b> 923 Genesee St. Tel. No. 428-7630 Fax 428-7631	4 & 5	Downtown, Cornhill, Mayors Heights, 19th Ward, Plymouth-Exchange, Genesee-Jefferson, Genesee Valley Pk, Grove Place <a href="http://www.ci.rochester.ny.us/apps/net/c/qa.nsf">www.ci.rochester.ny.us/apps/net/c/qa.nsf</a>
<b>Area D</b>	<b>Peter Saxe</b> 846 S. Clinton Ave. Tel. No. 428-7640 Fax 428-7641	6 & 7	South Wedge, Highland, Ellwanger-Barry, Strong, Pearl-Meigs-Monroe, Park Ave, Swillburg, Upper Monroe, Cobbs Hill, East Ave, Atlantic-University <a href="http://www.ci.rochester.ny.us/apps/net/d.nsf">www.ci.rochester.ny.us/apps/net/d.nsf</a>
<b>Area E</b>	<b>Hazel Washington</b> 212 Webster Ave. Tel. No. 428-7650 Fax 428-7651	8	Northland-Lyceum, Culver-Winton, Homestead Heights, Browncroft, Beechwood <a href="http://www.ci.rochester.ny.us/apps/net/e.nsf">www.ci.rochester.ny.us/apps/net/e.nsf</a>
<b>Area F</b>	<b>Darryl Parker</b> 500 Norton St. Tel. No. 428-7660 Fax 428-7661	9 & 10	14621, Marketview Heights, Upper Falls <a href="http://www.ci.rochester.ny.us/apps/net/f/qa.nsf">www.ci.rochester.ny.us/apps/net/f/qa.nsf</a>

## **APPENDIX N: 2005 FALL LOOSE LEAF COLLECTION SCHEDULE**

## **APPENDIX O: RESIDENTIAL REFUSE COLLECTION SCHEDULE**

### **MONDAY**

On the west beginning at western City line and I-490, proceeding north along the City line to Beach Avenue, east to Genesee River, south to Lyell Avenue, west to NYCRR (railroad), north to Emerson Street, west to Glide Street, south to Lyell Avenue, west to City line.

### **TUESDAY**

On the west beginning at the Inner Loop and Genesee River, proceeding north to the City line, following the City line to the eastern City line, south to Clifford Avenue, west to Hudson Avenue, south to the Inner Loop, west to the Genesee River.

### **WEDNESDAY**

On the west beginning at the Inner Loop and Hudson Avenue, proceeding north to Clifford Avenue, east to the City line, following the City line east and south to East Avenue, west to the Inner Loop, north to Hudson Avenue.

### **THURSDAY**

On the west beginning at Brooks Avenue and the City line, proceeding east along Brooks Avenue to Plymouth Avenue, northeast to Jefferson Avenue, north to West Main Street, east to the Inner Loop, east to I-490, east to the City line, following City line south and west to Brooks Avenue.

### **FRIDAY**

On the west beginning at Brooks Avenue and the City line, following the City line north to I-490, proceeding east to Glide Street, north to Emerson Street, east to NYCRR (railroad), south to Lyell Avenue, east to Genesee River, south to the Inner Loop, west to West Main Street, west to Jefferson Avenue, south to Plymouth Avenue, southwest to Brooks Avenue, west to the City line.

## APPENDIX P: DES ON THE INTERNET

### CUSTOMER SERVICE REQUEST FORM

[www.cityofrochester.gov](http://www.cityofrochester.gov)

The D.E.S. Office of Customer Satisfaction's Service Request Form allows citizens the opportunity to report street or sidewalk-related problems, or to request certain D.E.S.-provided services. The form may be used to request the following services:

Cracked or Broken Sidewalk Repair  
Pothole Repair  
Refuse Container Needed  
Street Flushing Needed  
Street Light Out  
Sidewalk Litter Container Full

Graffiti Removal  
Recycling Bin Needed  
Sidewalk Litter Container Needed  
Street Light Flickering  
Street Sweeping Needed  
Other

Service requests submitted through the web site will be processed within 24 hours and will be responded to as soon as possible.

### STREET BEAT

[www.cityofrochester.gov](http://www.cityofrochester.gov)

Go to "Road Construction" on the right-hand side, then click on **Ongoing Street/Sidewalk Maintenance**. The information is listed under **Street Beat**, a daily bulletin board of Environmental Services activity may be found. Current daily information pertaining to street cleaning/renovation/construction, refuse and recycling collection, and water and street lighting projects may be found. Additionally, if an emergency condition should exist which warrants public notification, an "ALERT" icon will flash on your terminal screen. By clicking on the ALERT icon, emergency information will be provided.

### PAY WATER BILLS ON-LINE

[www.cityofrochester.gov](http://www.cityofrochester.gov)

Click on "Pay water bills and/or parking tickets".

## APPENDIX Q: ENVIRONMENTAL STEWARDSHIP

### Rochester 2010 Campaign Four: Environmental Stewardship

**Policy:** It is the policy of our city to maintain and enhance, through individual and collective efforts of our citizens, businesses and government, the overall quality of our environmental assets and resources (air, land and water quality), our community's three great waterways (Lake Ontario, the Genesee River and the Erie Canal), our unique and historic parks system, our open space areas and our clean neighborhood environments.

**Goals:**

- A. Reduce the amounts of litter in our community and expand recycling and composting activities and efforts among our citizens and businesses.
- B. Reduce the amounts of toxicity of the various forms of pollution entering our environment and the public health threats from all forms of environmental pollution and contaminants.
- C. Encourage, undertake and review development and activities in a way that protects and sustains our varied ecosystems and neighborhood environments.
- D. Create awareness, among our citizens, of the health dangers associated with exposure to harmful materials.
- E. Preserve and enhance our waterways, parks, urban forest, recreation and open space areas through a regional "no-net-loss" approach and maximize environmental benefits derived from those resources and assets.
- F. Create an environmentally aware community that practices the values of environmental stewardship and responsibility and communicates those values to future generations.
- G. Support constituencies that promote recognition, preservation and enhancement of our parks, recreation and open space system and other environmental assets.
- H. Reclaim designated "brownfields" and other contaminated land, facilities and waterways for useful, productive development.

Some of the projects and activities that DES undertakes to achieve the goals of environmental stewardship include:

- Community Environmental Directory: a listing of contact information for citizens which covers a wide range of federal, state and local environmental information sources.
- Pollution Prevention: participation in pollution prevention groups which focus on projects to educate businesses and the public on reducing pollution in our community.
- Brownfield Cleanup and Redevelopment: projects including Newcroft Park Subdivision, Corn Hill Landing, Brooks Landing, Chevy Place, Rochester Fire Academy, 19<sup>th</sup> Ward Community Arts Garden, 911 Center, Bausch & Lomb World Headquarters/Court St. Garage, and S. Clinton Ave. NET Office.
- Grant writing for investigation and cleanup projects.
- Collaboration with the Center for Environmental Information, the City School District, and the United States Environmental Protection Agency (USEPA) on environmental concerns that affect city residents and school children.

DES encourages citizens, businesses and neighborhood groups to support the Environmental Stewardship Campaign. For more information, or to find out ways to get involved, please contact either:

Anne Spaulding, Sr. Environmental Specialist, [spaulda@cityofrochester.gov](mailto:spaulda@cityofrochester.gov), at 428-7474; or Mark Gregor, Manager, Division of Environmental Quality, [mgregor@cityofrochester.gov](mailto:mgregor@cityofrochester.gov), at 428-5978.

## **FEE SCHEDULE #1: COPYING CHARGES FOR CITY MAPS**

<b>Type of Map</b>	<b>Charge</b>
<b>MICROFILM PRINTS:</b>	
8.5" x 11"	\$5.00
11" x 17"	\$5.25
18" x 24"	\$5.75
24" x 36"	\$6.80
<b>PAPER PRINTS:</b>	
Ward Map	\$6.25
2000 Scale City Map	\$6.25
1000 Scale City Map	\$10.25
SBL* Map (Tax Map)	\$7.50

\*Note: SBL is an abbreviation for Subdivision, Block, and Lot.

*These fees are effective July 1, 2005, and are subject to periodic revision.*

**FEE SCHEDULE #2: PERMIT FEES FOR WORK IN THE PUBLIC RIGHT-OF-WAY**  
**RIGHT OF WAY OPENING OR PAVEMENT CUTS**

50 square feet or less	\$100.00
51 - 100 square feet	\$225.00
101 - 150 square feet	\$440.00
Over 150 square feet	\$900.00
Trenches less than 50 feet long	Based on square footage as above
Trenches greater than 50 feet long	\$280.00 plus \$.90 per linear foot
Anodes	\$5.00/location

**EXTENDED MAINTENANCE FEE - RECONSTRUCTED STREET EXCAVATION**

50 square feet or less	\$560.00
51 - 100 square feet	\$1,650.00
101 - 150 square feet	\$3,300.00
Over 150 square feet	\$5,500.00
Trenches less than 50 feet long	Based on square footage as above
Trenches greater than 50 feet long	\$1,650.00 plus \$8.80 per linear foot

**EXTENDED MAINTENANCE FEE - RESURFACED STREET EXCAVATION**

50 square feet or less	\$280.00
51 - 100 square feet	\$880.00
101 - 150 square feet	\$1,550.00
Over 150 square feet	\$3,100.00
Trenches less than 50 feet long	Based on square footage as above
Trenches greater than 50 feet long	\$880.00 plus \$7.70 per linear foot

**STREET RECONSTRUCTION COST SHARING**

Heavy Duty Pavement	\$6.70 per square foot
Medium Duty Pavement	\$4.65 per square foot

*These fees are effective July 1, 2005, and are subject to periodic revision.*

**Fee Schedule #2: Permit Fees for Work in the Public Right-of-Way (Cont'd)**

Light Duty Pavement	\$3.35 per square foot
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**DRIVEWAY PERMITS**

Resurface (individual driveway)	\$35.00
Resurface (annual fee)	\$220.00
Enlarge existing driveway	\$25.00 (per linear foot)
New residential driveway, max. 15'	\$110.00
New commercial driveway, max. 30'	\$385.00

**BARRICADE OR OBSTRUCTION PERMITS (Cranes, Materials, Scaffolding, Barricades, etc.)**

Day	\$35.00
Month	\$310.00

**HAULING PERMIT (Oversized equipment, etc.)**

Per Occurrence*	\$50.00
*If the move is not completed within 3 weeks, a new permit is required.	

*These fees are effective July 1, 2005, and are subject to periodic revision.*



## **Fee Schedule #2: Permit Fees for Work in the Public Right-of-Way (Cont'd)**

### **SIDEWALK PERMIT**

Installation or repair	\$25.00
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### **ERECTING OF NEW UTILITY POLE**

Per Pole Erection	\$150.00
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### **INSTALLATION OF STREETS**

Installation	\$5.50 per linear foot
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### **UTILITY MAINTENANCE FEE**

Annual Fee	\$1,2300.00
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### **INTERFERENCE WITH SURVEY MONUMENT**

Per Occurrence	\$340.00
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### **ENCROACHMENTS - VAULTS AND AREAWAYS (Initial and Annual Fees)**

100 square feet or less	\$50.00 initial; \$25.00 annual
101 - 500 square feet	\$100.00 initial; \$50.00 annual
Over 500 square feet	\$150.00 initial; \$75.00 annual

*These fees are effective July 1, 2005, and are subject to periodic revision.*

## Fee Schedule #2: Permit Fees for Work in the Public Right-of-Way (Cont'd)

### ENCROACHMENTS

Light Fixture	\$35.00
Storm Enclosures	\$45.00
Marquees	\$45.00
Flag Poles	\$35.00
Signs	\$45.00 plus bond or certificate of insurance
Steps and Doors	\$55.00
Fixed or collapsible awning	\$55.00 for five years
Air conditioners, grilles, eaves, sills, sun control devices, cornices	\$40.00
Balconies and fire escapes	\$150.00
Fixed projections (architectural character)	\$150.00
Building wall	\$375.00
Tunnels between buildings	\$115.00 initial; \$35.00 annually thereafter
Bridges between buildings	\$100.00 initial; \$25.00 annually thereafter
Sidewalk cafe	\$100.00 for 8 months
Banners	\$35.00 (each month)

*These fees are effective July 1, 2005, and are subject to periodic revision.*

## **FEE SCHEDULE #3: RESIDENTIAL REFUSE COLLECTION RATES**

### **RESIDENTIAL CUSTOMERS**

<b>Number of Dwelling Units</b>	<b>Annual Fee</b>
1	\$317.00
2	\$635.00
3	\$705.00

### **RESIDENTIAL/HOME OCCUPATIONS USERS\***

<b>Number of Dwelling Units</b>	<b>Annual Fee</b>
1	\$635.00
2	\$705.00

**\*Properties consisting of one-, two-, or three-family residential units where part of the premises is used for non-residential use, but is primarily used as a residential premise.**

*These fees are effective July 1, 2005, and are subject to periodic revision.*

## **FEE SCHEDULE #4: COMMERCIAL REFUSE COLLECTION RATES**

### **CONTAINER COLLECTION SERVICE**

<b>Container</b>	<b># of Containers</b>	<b>Quarterly Change</b>	<b>Annual Expense</b>
Toter (32 gallon)	1	\$90.50	\$362.00
Toter (64 gallon)	1	\$101.25	\$405.00
Toters (64 gallon)	2	\$158.00	\$632.00
Toter (95 gallon)	1	\$113.50	\$454.00
Toters (95 gallon)	2	\$170.25	\$681.00
Toters (95 gallon)	3	\$227.00	\$908.00
Toters (95 gallon)	4	\$288.75	\$1,135.00
Toters (95 gallon)	5	\$340.50	\$1,362.00
Toters (95 gallon)	6	\$397.25	\$1,589.00
Toters (95 gallon)	7	\$464.00	\$1,816.00
Toters (95 gallon)	8	\$510.75	\$2,043.00
Toters (95 gallon)	9	\$567.50	\$2,270.00
Toters (95 gallon)	10	\$624.25	\$2,497.00
2 Cubic Yard Container	1	\$258.50	\$1,034.00
4 Cubic Yard Container	1	\$363.25	\$1,453.00
8 Cubic Yard Container	1	\$631.97	\$2,527.00
10, 20 & 30 Cubic Yard Container	n/a	n/a	\$125 per haul/ \$46 ton + fee

*These fees are effective July 1, 2005, and are subject to periodic revision.*

## Fee Schedule #4: Commercial Refuse Collection Rates (Cont'd)

### CONTAINER RENTAL

Container	Quarterly Charge	Annual Expense
Toter	\$13.00	\$52.00
2 Cubic Yard Container	\$39.00	\$155.00
4 Cubic Yard Container	\$45.50	\$182.00
6 Cubic Yard Container	\$58.50	\$234.00
8 Cubic Yard Container	\$65.00	\$260.00
10, 20 & 30 Cubic Yard Container	\$325.00	\$1,300.00

### BULK COLLECTION SERVICE

Customer Type	Charge Per Automobile Tire	Charge Per Truck Tire
City Customer	\$0.60	\$1.20
Non-City Customer	\$1.00	\$2.00
City Customer	Item collection/ \$10.00 each	Appliance collection/ \$5.00 each
Non-City Customer	Item collection/ \$20.00 each	Appliance collection/ \$30.00 each

*These fees are effective July 1, 2005, and are subject to periodic revision.*

#### **Fee Schedule #4: Commercial Refuse Collection Rates (Cont'd)**

##### **BULK COLLECTION SERVICE**

<b>Quantity</b>	<b>Quarterly Change</b>	<b>Annual Expense</b>
0.5 Cubic Yard	\$161.25	\$645.00
1.0 Cubic Yard	\$226.50	\$906.00
1.5 Cubic Yard	\$326.75	\$1,307.00
2.0 Cubic Yard	\$427.00	\$1,708.00
2.5 Cubic Yard	\$533.50	\$2,134.00
3.0 Cubic Yard	\$639.75	\$2,559.00
3.5 Cubic Yard	\$746.25	\$2,985.00
4.0 Cubic Yard	\$852.75	\$3,411.00
4.5 Cubic Yard	\$959.00	\$3,836.00
5.0 Cubic Yard	\$1,065.75	\$4,263.00
5.5 Cubic Yard	\$1,172.00	\$4,688.00
6.0 Cubic Yard	\$1,278.50	\$5,114.00
6.5 Cubic Yard	\$1,384.75	\$5,539.00
7.0 Cubic Yard	\$1,491.25	\$5,965.00
7.5 Cubic Yard	\$1,597.75	\$6,391.00
8.0 Cubic Yard	\$1,704.26	\$6,817.00
8.5 Cubic Yard	\$1,810.50	\$7,242.00
9.0 Cubic Yard	\$1,917.00	\$7,668.00
9.5 Cubic Yard	\$2,023.50	\$8,094.00
10.0 Cubic Yard	\$2,129.75	\$8,519.00

*These fees are effective July 1, 2005, and are subject to periodic revision.*

## **FEE SCHEDULE #5: WATER CHARGES**

### **CONSUMPTION RATES - CONSUMPTION CHARGES [23-37A1]**

<b>Gallons Consumed Per Month</b>	<b>Charge Per 1,000 Gallons</b>
0 to 20,000	\$2.57
20,000 to 620,000	\$2.35
Over 620,000	\$1.84

### **CONSUMPTION RATES - METER BASE CHARGES [23-37A2]**

<b>Size of Meter (inches)</b>	<b>Charge Per Month</b>
Up to 3/4	\$5.39
1	\$28.85
1 1/2	\$42.74
2	\$57.18
3	\$142.94
4	\$285.64
6	\$428.18
8	\$570.74
10	\$713.44

*These fees are effective July 1, 2005, and are subject to periodic revision.*

**Fee Schedule #5: Water Charges (Cont'd)****WATER METER FEES - METER INSTALLATION CHARGES [23-37B1]**

<b>Meter Size/Type (inches)</b>	<b>Fee</b>
5/8	\$ 95.00 (includes connections)
3/4	\$ 115.00 (includes connections)
1	\$ 140.00 (includes connections)
1 1/2	\$ 300.00 (includes connections)
2	\$ 410.00 (includes connections)
3 / Fire hydrant meter	The City's purchase cost, plus 10% for administrative and installation costs, for compound and turbo-type water meters.  Connections for meters from 3" through 10" are furnished by the property owner.
3 / Turbo	
3 / Compound	
4 / Compound	
6 / Turbo	
6 / Turbo with fire service strainer	
6 / Compound	
6 / Electrical	
10 / Turbo	
10 / Turbo with fire service strainer	
10 / Electrical	

**SERVICE CONNECTION FEES [23-37D]**

<b>Size of Service</b>	<b>Fee</b>
3/4"	\$ 75.00
1"	\$ 75.00
1 1/2"	\$150.00
2"	\$175.00
4" through 12"	Actual cost, but at least \$500.00

*These fees are effective July 1, 2005, and are subject to periodic revision.*



**Fee Schedule #5: Water Charges (Cont'd)**

**FIRE SERVICE CHARGES - DOMESTIC FIRE SERVICE [23-37C1]**

<b>Size Of First Check Valve</b>	<b>Charge Per Quarter</b>
2"	\$ 30.05
4"	\$ 60.11
6"	\$118.26
8"	\$236.50
10"	\$349.14
12"	\$502.52

**FIRE SERVICE CHARGES - HOLLEY HIGH PRESSURE SERVICE [23-37C2]**

<b>Size Of First Check Valve</b>	<b>Charge Per Quarter</b>
4"	\$106.37
6"	\$141.77
8"	\$283.58
10"	\$418.25

**HOLLEY HIGH PRESSURE CONSUMPTION CHARGES [23-37C3]**

<b>Gallons Consumed Per Month</b>	<b>Charge Per 1,000 Gallons</b>
0 to 20,000	\$5.14
20,000 to 620,000	\$4.70
Over 620,000	\$3.68

*These fees are effective July 1, 2005, and are subject to periodic revision.*

## Fee Schedule #5: Water Charges (Cont'd)

### MISCELLANEOUS CHARGES [23-37F]

Service	Fee
Replacement of broken seal	\$40.00
Thawing of frozen service (1st attempt)	\$55.00 (actual cost if welder is used)
Thawing of frozen service (Subsequent attempts)	\$75.00 (actual cost if welder is used)
Service resumption charge	\$40.00
Meter test charge (5/8" - 1")	\$75.00
Meter test charge (1 1/2" - 2")	\$95.00
Meter test charge (3" and over)	\$145.00
Service disconnection charge (up to 2")	\$850.00
Service disconnection charge (3" & larger)	Actual cost plus 10% administrative charge (min \$850.00)
Pickup run service installed (up to 3/4")	\$1,000
Pickup run service installed (greater than 3/4")	Actual cost plus 10% administrative charge
Test backflow prevention device	\$125.00

*These fees are effective July 1, 2005, and are subject to periodic revision.*

**Fee Schedule #5: Water Charges (Cont'd)**

**HYDRANT CHARGES [23-37E]**

<b>Service</b>	<b>Fee</b>
Hydrant use permit, monthly charge	\$55.00
Minimum monthly consumption charge	\$75.00
Hydrant moving charge	Actual cost
RPZ backflow device, meter, wrench & fittings deposit	\$1,360.00
Initial maintenance agreement processing fee	\$100.00
Furnish and install fire hydrant locking device	\$250.00
Annual hydrant inspection and lubrication (up to 2)	\$85.00
Each additional hydrant	\$40.00
Repair to hydrant	Actual Cost + 10 %

*These fees are effective July 1, 2005, and are subject to periodic revision.*

## FEE SCHEDULE #6: EMBELLISHMENT FEES

Embellishment fees, charges for specific services, are included on the annual property tax bill. The fees are based on a property's front footage. To figure out an embellishment charge, the embellishment rate is multiplied by the property's front footage. For corner properties, the front footage comprises 1/3 of the longer side's footage plus the full footage of the lot's shorter side.

### EMBELLISHMENT FEES

Service	Rate	Average Homestead Charge
Street Maintenance	.838	\$33.52
Roadway Snow Plowing	2.075	\$83.00
Sidewalk Snow Plowing	.422	\$16.88
Hazardous Sidewalk Repair	.349	\$13.96
<b>Total</b>	<b>\$3.684</b>	<b>\$147.36</b>

Average Homestead = House assessed with a 40' front footage.

*These fees are effective July 1, 2005, and are subject to periodic revision.*

# Department of Environmental Services

## Frequently Called Service Numbers

Adopt-A-Block & Adopt-A-Lot Programs (24 hrs)	428-5990
Bridge Repair & Maintenance (9:00 a.m. - 5:00 p.m.)	428-6828
Bridge Repair & Maintenance (24 hrs)	428-5990
Code Enforcement--Streets & Encroachments (9:00 a.m. - 5:00 p.m.)	428-6848
Code Enforcement--Vending Provisions in Downtown Enhancement District (24 hrs)	428-5990
Dead Animal Removal (24 hrs)	428-5990
Downtown Enhancement District (7:00 a.m. - 3:00 p.m.)	428-7412
Graffiti Removal (24 hrs)	428-5990
Leaf Collection (24 hrs)	428-5990
Litter Baskets & Roll-Off Dumpsters (24 hrs)	428-5990
Maps & Surveys (9:00 a.m. - 5:00 p.m.)	428-6873
Materials Give Back Program (24 hrs)	428-5990
Park Ranger Patrol Program (7:00 a.m. - 3:00 p.m.)	428-8636
Permits (For Work in the Public Right-of-Way) (9:00 a.m. - 5:00 p.m.)	428-6848
Pothole Repair (24 hrs)	428-5990
Recycling (Residential) (24 hrs)	428-5990
Recycling (Commercial) (8:00 a.m. - 4:00 p.m.)	428-6928
Recycling of Holiday Trees (24 hrs)	428-5990
Refuse Collection (Residential) (24 hrs)	428-5990
Refuse Collection (Commercial) (8:00 a.m. - 4:00 p.m.)	428-6928
Sidewalk Repair (24 hrs)	428-5990
Sidewalk Snow Plowing (24 hrs)	428-5990
Spring Cleanup Week (24 hrs)	428-5990
Street Construction--Planning Phase (9:00 a.m. - 5:00 p.m.)	428-6860
Street Construction--Construction Phase (9:00 a.m. - 5:00 p.m.)	428-6837
Street Construction (24 hrs)	428-5990
Street Lighting (9:00 a.m. - 5:00 p.m.)	428-6841
Street Lighting (24 hours)	428-5990
Street Repair (Surface Treatments) (24 hrs)	428-5990
Street Snow & Ice Control (24 hrs)	428-5990
Street Sweeping (24 hrs)	428-5990
Traffic Control Devices (Regulation of) (9:00 a.m. - 5:00 p.m.)	760-7750
Underpass Cleaning (24 hrs)	428-5990
Vacant Lot Cleaning (24 hrs)	428-5990
Water Backflow Prevention Devices (7:00 a.m. - 3:30 p.m.)	428-6376
Water Hydrant Use (Permitted Use) (7:00 a.m. - 5:00 p.m.)	428-7562
Water Hydrant Use (Report Unauthorized Use) (24 hrs)	9-1-1
Water Main Flushing Program (24 hrs)	428-5990
Water Maps & Records (7:00 a.m. - 5:00 p.m.)	428-7562
Water Pressure & Volume Tests (24 hrs)	428-5990
Water Quality Issues (24 hrs)	428-5990
Water Services (Fire Protection Services) (8:00 a.m. - 5:00 p.m.)	428-7568
Water Services (Thawing of Frozen Services) (24 hrs)	428-5990
Water Services & Billing (24 hrs)	428-5990
Water Supply and Treatment Facilities (Tours of) (7:30 a.m. - 4:30 p.m.)	428-6680
Watershed Access (7:30 a.m. - 4:30 p.m.)	428-6680
<b>COMMISSIONER'S OFFICE (8:00 a.m. - 5:00 p.m.)</b>	<b>428-6855</b>
<b>OFFICE OF CUSTOMER SATISFACTION (24 hours)</b>	<b>428-5990</b>

*These fees are effective July 1, 2005, and are subject to periodic revision.*

# Department of Environmental Services

## Contact People and Phone Numbers

### ***Commissioner's Office***

Edward J. Doherty	Commissioner of DES.....	428-6855
Jerdine Johnson	Deputy Commissioner.....	428-6288
Robert Morrison	Manager of Customer Satisfaction.....	428-6782
Mark Gregor	Manager of Environmental Quality.....	428-5978
Scott Callahan	Superintendent of Security.....	428-8640
Phil LaPorta	Training & Safety Coordinator.....	428-7444

### ***Bureau of Architecture & Engineering***

George H. Stam	City Engineer.....	428-6828
Pam Marcotte	Managing Architect.....	428-7415
Paul R. Way	Managing Engineer-Street Design.....	428-6860
William M. Kiselycznyk	Managing Engineer-Construction.....	428-6840
Charlie Reed	Manager of Maps & Survey.....	428-6874
John E. Thomas	Transportation Specialist.....	428-6942
Bill VanDame	Permit Coordinator.....	428-6848
Thomas Hack	Senior Engineer/Bridges & Structures.....	428-6852
JoAnn Beck	Senior Landscape Architect.....	428-6894

### ***Bureau of Operations***

Richard F. Saltrelli	Director of Operations.....	428-6881
Peter B. Scott	Assistant Director of Operations.....	428-7409
Peter B. Scott (acting)	Downtown Enhancement District Superintendent....	428-7412
Karon Simoni	Manager of Solid Waste.....	428-8689
Elizabeth Boddie	Commercial Refuse Accounts Representative.....	428-6928
Paul J. Noto, Jr.	Manager of Special Services.....	428-6834
John J. Howland	Manager of Street Maintenance.....	428-7479
Norman H. Jones	Manager of Building Services.....	428-6535
Louie J. Guilmette	Manager of Equipment Services.....	428-8600

### ***Bureau of Water & Lighting***

Donald L. Navor	Director of Water.....	428-7509
Dale F. Kriewall	Manager of Water Production.....	428-6475
John T. Salisbury	Manager of Water Distribution.....	428-7565
Carole V. Thomas	Street Lighting Coordinator.....	428-6515
Enrique Maisch	Managing Engineer/Water System.....	428-7569
W. Steven Poliszuk	Backflow Prevention Inspector.....	428-6376

***These fees are effective July 1, 2005, and are subject to periodic revision.***

# City of Rochester

## Other Frequently Called Numbers

Animal Control Information .....	428-7274
Assessment Information .....	428-7221
Exemption Information .....	428-6994
Building, Zoning and Property Complaints .....	NET Offices
Building Permit and Certificate of Occupancy Information .....	428-6526
Cemeteries	
Riverside .....	428-7775
Mt. Hope .....	428-7999
City Clerk's Office	
Legislation .....	428-7421
Licenses (Marriage, Dog, etc.) .....	428-6617
City Council .....	428-7538
Communications Bureau .....	428-7135
Employment Information .....	428-7115
Fire Administration .....	428-6739
Forestry Service Request .....	428-7581
Hotlines	
Arson .....	232-2828
Drug .....	428-6000
Housing Grants & Loans .....	428-6827
Neighborhood Empowerment Team (NET) Offices	
Area A (1495 Lake Avenue) .....	428-7610
Area B (492 Lyell Avenue) .....	428-7620
Area C (923 Genesee Street) .....	428-7630
Area D (846 South Clinton Avenue) .....	428-7640
Area E (212 Webster Avenue) .....	428-7650
Area F (500 Norton Street) .....	428-7660
Law Claims .....	428-6943
Licenses/Permits (Not Motor Vehicles) .....	428-6617
Marriage and Dog Licenses - Recording .....	428-7129
Mayor's Office .....	428-7045
Parking Meter Inquiries .....	428-6942
Parking Meter Maintenance Information .....	428-7106
Parking Violations .....	428-7482
Parks Bureau .....	428-6770
Police Headquarters .....	428-6720
Police Information (Recorded Message) .....	428-7070
Police Tele-Serve (Method to Report Less Serious Crime) .....	311 or 428-7210
Property Tax Information (Treasury) .....	428-6940
Real Estate .....	428-6951
Recreation Bureau .....	428-6755
Program Information Tape .....	428-6767
Special Events Office & Permits .....	428-6690
Event Information .....	428-6697

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# RELATED MUNICIPAL SERVICES

## Frequently Called Numbers

### STATE OF NEW YORK

Department of Environmental Conservation	226-2466
Oil/Hazardous Materials Reporting	option "0" 226-2466
After hours spills call	607-324-4504
State Oil Spill Hotline	1-800-457-7362
Department of Transportation (DOT-Region 4) Administration	272-4896
DOT-Region 4 - Construction	272-3340
DOT-Region 4 - Design/Bridges	272-3380
DOT-Region 4 - Design/Landscape	272-4828 or 272-3367
DOT-Region 4 - Design/ROW Mapping	272-3378 or 272-3453
DOT-Region 4 - Design/Soils	272-3371
DOT-Region 4 - Design/Survey	272-3379
DOT-Region 4 - Design/Utilities	272-3390
DOT-Region 4 - Traffic Engineering & Safety	272-3462
DOT-Region 4 - Traffic Engineering & Safety (after hours)	760-7780
Pothole Repair Number	1-800-768-4653

### COUNTY OF MONROE

Environmental Management Council	760-7600
Hazardous Waste Disposal	option "3" 760-7600
Highways, Bridges, Traffic Engineering (24 hours)	428-4900
Industrial Waste (spills, emergencies, violations & permits)	option "4" 760-7600
Indoor Air and Toxins	274-6050
Lead Poison Control	274-6087
Monroe County Water Authority (MCWA)	442-2000
Public Water Supply - Private Wells	760-7600
Pure Waters - City Customer Service - Billing	760-7600
Pure Waters - Suburban Customer Service - Billing	760-7600
Rodent Control	760-7600
Septic Systems	760-7600
Sewer Maintenance (24 hours)	274-6056
Smoking Code	760-7600
Solid Waste - General Information	760-7600
Solid Waste - Mill Seat Landfill	494-3000
Toxic Control - Chemical Spill	274-6052
Traffic Sign Problems (within City limits)	760-7750
Traffic Sign Problems (NYS signs within Monroe County, east of the Genesee River)	586-4514
Traffic Sign Problems (NYS signs within Monroe County, west of the Genesee River)	352-3471
Traffic Signal Problems (24 hours)	760-7760
Waste Water Treatment Plant - Frank E. Vanlare	760-7600
Waste Water Treatment Plant - Northwest Quadrant	392-1700
Water Pollution	760-7600
Water Quality Planning	760-7600

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# Environmental Information

## Frequently Called Numbers

Environmental Topic	To Report Emergency Situation Or Primary Information Source	Additional Information May Be Obtained From Contacting This Source
Air (Ambient and Indoor)	Health Department County of Monroe (274-6053)	Environmental Conservation State of New York (226-2466)
Asbestos	Health Department County of Monroe (274-0653)	
Chemical Storage	911 or City Fire Marshall City of Rochester (428-3686)	Environmental Conservation State of New York (226-2466)
Environmental Planning	Environmental Management Council (760-7600)	
Hazardous Materials Spill	911 (emergency situations only)	Environmental Conservation State of New York (226-2466)
Hazardous Waste Handling	Environmental Services County of Monroe (760-7600-option 3)	
Illegal Dumping (City Property)	Office of Customer Satisfaction City of Rochester (428-5990)	
Illegal Dumping (Private Property)	911	
Lead Poison Control	Health Department County of Monroe (274-6087)	
Pesticide Use	Environmental Conservation State of New York (226-2466)	
Petroleum Spill	911 (emergency situations only)	Environmental Conservation State of New York (226-2466)
Radon Level	Health Department County of Monroe (274-6067)	
Smoking Code	Health Department County of Monroe (274-8082)	City Fire Marshall City of Rochester (428-7037)
Water Pollution (Toxic Controls)	Health Department County of Monroe (274-6052)	Environmental Conservation State of New York (226-2466)

*These fees are effective July 1, 2005, and are subject to periodic revision.*